



**Position Title: Member Services Supervisor**

**Status: Full-time, Regular, Non-Exempt**

**Location: Porterville, CA**

**POSITION SUMMARY:**

The Member Services Supervisor (MSS) supervises and coordinates activities of all branch MSR and branch operation (if applicable) staff and reports to the Branch Manager, Assistant Branch Manager, or other designee. The MSS oversees, coaches and trains all MSRs in promoting products and services, member transactions, balancing daily settlements, and meeting member needs. The MSS is responsible for accurate and efficient processing of member transactions, promoting products and services, making modifications to accounts, adding account services, opening new accounts, and performing those functions according to the policies & guidelines of the credit union in a friendly, helpful manner.

**PRINCIPLE DUTIES AND RESPONSIBILITIES:**

**In addition to having mastered the responsibilities of MSR I and MSR II/L duties, the MSS is also responsible for the follow duties and responsibilities:**

**BRANCH OPERATIONS/STAFF SUPPORT**

- Ensure workstations are organized and equipped for the start of the business day.
- Assist in ensuring the operations line is properly staffed and effectively operational.
- Provide guidance to MSRs, as appropriate, with more difficult transactions.
- Evaluate documents prepared by all MSRs to ensure compliance with credit union policies and procedures.
- Assist all MSRs in balancing daily transactions.
- Control cash and all negotiable items. Ensure cash and other negotiable items are secured according to policy throughout course of day.
- Ensure branch is supplied with appropriate cash adhering to branch limits.
- Maintain minimum amount of cash in teller drawers to ensure compliance with security/safety measures.
- Process currency shipments under dual control.
- May remove, count, and record cash from ATM and/or supervise others completing this task.
- Conduct surprise cash drawer audits.
- Ensure all General Ledgers are in balance. Perform research to resolve problems.
- Be responsible for on-the-job training of new MSRs, providing general performance input to the management of the branch.
- Provide feedback to management on the production and goals of other MSRs.
- Coach and track all MSRs on promoting products and service skills.
- Make safety related decisions especially in emergencies, when members or staff may be in harm's way.
- Conduct staff meetings, including training and/or providing regulatory or processes updates. Models great customer service for staff.

- Complete self-assessments or ensure they are completed thoroughly and accurately and on time.
- Participate and/or lead performance and accountability sessions with MSR staff under the guidance and direction of the Branch Manager or Assistant Branch Manager.
- Ensure daily processes are being followed; open and close branch as needed
- Participates in hiring and selection process in conjunction with Branch Manager or Assistant Branch Manager.
- Develop work schedules for staff to ensure appropriate level of coverage.

#### **MEMBER SERVICING/OTHER**

- Resolve member account-related problems and ensure positive public relations.
- Explain services to potential personal and business account members to generate additional business for the credit union.
- Adhere to general regulatory procedures including requirements of the Bank Secrecy Act and Anti Money Laundering rules.
- Actively support business development activities including attending in person, or staffing properly so that staff may attend.
- Perform other duties and projects as assigned.

#### **MINIMUM QUALIFICATIONS AND REQUIREMENTS**

- High School graduate or equivalent.
- 2 years' MSR II or equivalent experience required including cash-handling and customer service experience.
- Preference for working in organizations that place priority on teamwork and collaboration
- Strong commitment to our mission – creating economic opportunity for traditionally underserved communities.
- Ability to demonstrate Self-Help's Core Values:
  - o Mission Before Self
  - o Service With Excellence
  - o Embracing & Promoting Change
  - o Results Not Credit
  - o Diversity as a Strength
  - o Financial Sustainability for Mission Impact
- Experience in developing and/or supervising MSR staff.
- Excellent customer service skills.
- Demonstrated ability to communicate effectively – both verbally and in writing.
- Ability to work flexible work hours including evenings and weekends.
- May be required to travel to cover other Branches.
- Working knowledge of computer software systems – New Solutions and Microsoft Office (Excel, Word, and Outlook) and ability to be trained and efficiently operate credit union systems and proprietary software.
- May be required to travel to cover other Branches.
- Keen attention to detail, ability to effectively organize and prioritize work.
- Analytical and problem solving skills.
- Ability to use keyboard and data entry skills. Strong interpersonal/people management skills.
- English/Spanish may be required

#### **PHYSICAL REQUIREMENTS/WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to

enable individuals with disabilities to perform the essential functions.

- Close vision is required.
- Employee is regularly required to: sit; talk and hear; use hands to finger, handle or feel; and reach with hands and arms.
- Employee is frequently required to type and use a keyboard.
- The employee must occasionally lift and/or move up to 20 to 40 pounds.

*This position description is intended to describe the duties most frequently performed by an individual in this position. It is not intended to be a complete list of assigned duties but to describe a position level. Furthermore, the essential functions are listed above and reasonable accommodations will be made to meet the requirements of the American with Disabilities Act.*

**About Self-Help Federal:** Self-Help Federal Credit Union was chartered in 2008 to build a network of branches that serve working families and underserved communities. With 17 branches in California, 9 branches in Illinois, 2 branches in Florida, and 1 branch in Wisconsin, approximately \$1 billion in assets, and serving more than 77,000 members, Self-Help Federal is one of the fastest-growing low-income designated credit unions in the country. It is part of the national Self-Help family of non-profit organizations whose collective mission is to create and protect ownership and economic opportunity for all. For 38 years, the Center for Community Self-Help and its affiliates have provided \$7.9 billion in financing to help over 146,000 low-wealth borrowers buy homes, start and build businesses, and strengthen community resources. For more information, go to [www.self-helpfcu.org](http://www.self-helpfcu.org) and [www.self-help.org](http://www.self-help.org).

**We are an equal opportunity employer:**

SHFCU is committed to providing equal employment opportunities to all persons regardless of race, color, class, age, religion (and lack thereof), disability that can reasonably be accommodated, marital status (including domestic partner status), ancestry, nationality, national origin, family status, sex (including pregnancy, childbirth, and related medical conditions), other medical condition (physical or mental), AIDS/HIV status, genetic information, sexual identity, gender identification (including transgender status), sexual orientation, and veteran status.

Compensation: Competitive nonprofit salary, based on experience, plus a generous benefits package that includes health, dental, life insurance, flexible spending plan, retirement plan, and paid parental leave.

**Please apply to our Human Resources Department:**

Interested individuals please send a resume and cover letter to [cahiringmanager@self-helpfcu.org](mailto:cahiringmanager@self-helpfcu.org) and reference this job, "Member Services Supervisor, Porterville" in the subject line of your message.

**The Self-Help Federal Credit Union is an Equal Opportunity Employer**



