



Position Title: Team Lead, Remote Member Services

Status: Regular, Exempt

Location: TBD, California

Self-Help Federal Credit Union (SHFCU), a non-profit community development financial institution, is looking for a strong candidate to lead our Remote Member Service Channels, Online Banking, Mobile, ATM and Contact Center. This is a unique opportunity for an experienced leader to join a national leader in community development finance to help continue the expansion of its impact serving low-income and otherwise underserved communities. We believe there is an incredible opportunity to expand our remote member services to provide financial services to low-moderate income and immigrant families in the communities we serve.

Responsibilities:

- Plans, direct and implement online banking, Mobile, ATM and Contact Center strategy and strategic thinking. Through effective leadership, owns, evolves and continuously improves the credit union's remote member channel delivery. Defines the strategic priorities and initiatives to deliver a dynamic member experience that aligns with our mission and vision.
- Collaborates with senior management and executes the strategic direction, focusing on consistent content, member experience and production. Complies with all applicable laws, rules and regulations, as well as mitigates risk.
- Partner with IT and Marketing to collaborate, build and execute digital marketing strategy.
- Serve as the in-house expert for remote member channel delivery. Leads, creates, track measure and improve remote member channel delivery performance as measured by member adoption and member satisfaction, Contact Center, ATM performance, driving online and mobile channel adoption, usage and penetration.
- Leads cross-functional project teams and initiatives to continuously enhance the remote channel functionality by developing frameworks, driving initiatives and ensuring accountability for results.
- Recruits, professionally develops, motivates and retains a team of high performing, results-oriented and member-focused staff. Provide leadership and support the team to meet and exceed goals. Identifies gaps and innovates/adjusts as needs arise.
- Stays updated on emerging technologies, service and operational trends. Focuses on the long-term direction of our channel delivery. Ensures compliance and maximum efficiency in implementing and maintaining policies and procedures.
- Participates in civic and community activities to enhance the credit union's image and visibility, as well as reinforce the credit union's commitment to the communities we serve.

Qualifications:

- Strong commitment to our mission – creating economic opportunity for traditionally underserved communities.
- Strong cultural competence and a preference for working in an organization that places priority on diversity, inclusion, teamwork and collaboration.
- Preference for working in organizations that place priority on teamwork and collaboration
- BS/BA in Business Administration, Finance or related field or equivalent experience.
- Minimum 6 years of experience in financial services technology or management.
- Minimum 3 years of ecommerce experience.

- Strong decision-making skills and an understanding of where projects fit into overall company and development strategies.
- Experience shaping digital service portfolio and developing channel strategies that deliver significant business benefits.
- Knowledge and understanding of ATM, contact center, digital financial delivery systems, digital channel performance metrics, listening tools, and methodologies.
- In-depth knowledge of applicable laws and regulations regarding channel delivery processes and procedures.
- Strong understanding of the business with the ability to perform analysis and function in a goal-oriented, outcome-based atmosphere.
- Strong communication and interpersonal skills to work effectively with all levels of credit union staff, members, community, and regulatory agency representatives.
- Experience in leadership, performance management, and staff development for career enhancement where applicable.
- Ability to effectively work with, and coordinate the use of, internal and external vendors & consultants relative to these digital channel delivery.
- Advanced analytical and problem-solving skills.
- Ability to successfully tailor communications according to the audience. Ability to prepare and effectively facilitate presentations.
- Ability to exercise judgment, initiative and tact in dealing with others.
- Sound understanding of financial products and services.

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, and 1 branch in Wisconsin, approximately \$1.1 billion in assets, and serving more than 79,000 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 37 years, the Center for Community Self-Help and its affiliates have provided \$7.6 billion in financing to help over 137,000 low-wealth borrowers buy homes, start and build businesses, and strengthen community resources. For more information, go to www.self-helpfcu.org and 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 salary, based on experience, plus a generous benefits package that includes health, dental, life insurance, flexible spending plan, retirement plan, paid parental leave, and domestic partners policy.

Please apply to our Human Resources Department:

Interested individuals please send a resume and cover letter to cahiringmanager@self-helpfcu.org and reference this job, **“Remote Member Service – Team Lead”** in the subject line of your message.

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