

JOB DESCRIPTION



POSITION: Contact Center Supervisor
REPORTS TO: Member Service Contact Center Manager
SUPERVISES: Refer to company intranet

COLUMBIA CREDIT UNION'S LEADERSHIP PHILOSOPHY

Leaders at Columbia CU inspire enthusiasm and accountability that drive our mission. Leaders build engagement and communicate honestly and openly. By rallying everyone around our shared vision, Leaders model and expect the best from individuals and teams.

JOB SUMMARY

Reports to Member Service Contact Center Manager and assists in the operation of the Member Services Contact Center team. Specific operational and member service activities as delegated by the Member Services Contact Center Manager, including direct leadership responsibilities for the team members, as may be determined from time to time. Assumes full responsibility for the operations of the team during any absence of the Member Service Contact Center Manager. Exercises professional judgment in making decisions and suggestions to benefit both staff and membership.

ORGANIZATIONAL COMPETENCIES

- **Instills Trust**
Gaining the confidence and trust of others through honesty, integrity, and authenticity.

JOB SPECIFIC COMPETENCIES

- **Being Resilient**
Rebounding from setbacks and adversity when facing difficult situations.
- **Builds Effective Teams**
Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- **Collaborates**
Building partnerships and working collaboratively with others to meet shared objectives.
- **Communicates Effectively**
Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences.
- **Customer Focus**
Building strong customer relationships and delivering customer-centric solutions.
- **Drives Results**
Consistently achieving results, even under tough circumstances.
- **Ensures Accountability**
Holding self and others accountable to meet commitments.
- **Manages Ambiguity**
Operating effectively, even when things are not certain or the way forward is not clear.
- **Manages Conflict**
Handling conflict situations effectively, with a minimum of noise.



ESSENTIAL DUTIES

- Ensure all member issues are resolved in a timely manner and that members are satisfied with the service they receive.
- Act a back-up taking calls/chats, processing all member transactions and requests supported in the Contact Center.
- Develop, implement, and monitor processes and procedures to ensure efficient contact center operations.
- Attend required organization meetings. Coordinate and facilitate department meetings and huddles.
- Onboard new Member Service Contact Center employees with compliance training and assist Sponsor with training scheduling and materials.
- Assist the Member Service Contact Center Manager with operations of the Contact Center. Directly supervise staff: scheduling, answering routine to complex questions. Providing training related to policies, procedures, rules, and regulations with both members and staff.
- Assist with interviewing and hiring new staff.
- Coach, train, and develop staff. Coordinate and meet with staff for regularly scheduled bi-weekly, monthly and quarterly coaching.
- Motivate and mentor staff to deliver our Service Standards while processing transactions with accuracy, offering solutions to serve member financial needs, building member relationships.
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- Act as back-up to the Member Service Contact Center Manager.
- Foster a positive work environment by encouraging team members to work together effectively.
- Actively assist the Member Service Contact Center Manager in the sustained growth of the contact center and our digital channels through introduction of appropriate product solutions and service.
- Analyze data to identify trends and make recommendations for process improvements.
- Assists with month-end reporting of department production numbers and GL balancing.
- Generate reports detailing contact center metrics and individual performance, such as average handle time, abandoned calls, availability, wait times, NPS, etc.
- Maintain up-to-date knowledge of credit union products, services and delivery channels including phone and digital technologies while staying abreast of industry changes and developments to ensure the contact center is operating at peak efficiency.
- Review calls and evaluate call quality to identify areas for improvement and success.
- For onsite staff, responsible for closing duties to include: shredding or locking up all sensitive information and checking that all CCS desks are locked and clear of member information each night.
- Manage employee attendance to ensure that all staff members are at work on time and working efficiently throughout their shifts. Approve timecards at scheduled payroll deadlines.
- Real-time monitoring of individual and team performance against established metrics, goals and expectations, providing feedback and recommendations for improvement, while holding team members accountable for performance goals.
- Exhibit a high level of confidence, judgment and decision-making skills.

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- Participate in department and organizational project teams as assigned.
- Handle escalated member inquiries and complaints, working to resolve issues in a timely and satisfactory manner.

JOB REQUIREMENTS

- Previous leadership, supervisory and/or management experience.
- Thorough knowledge of products and services, and delivery channels.
- Thorough understanding of regulations and how they apply to member accounts, including: Regulation CC, D, E, Truth in Savings, Financial Privacy, Currency Transaction Reporting requirements and Bank Secrecy Act.
- Proficient in Word, Excel, and Outlook, core and phone systems, chat and live observation programs, etc.
- Demonstrates excellent communication skills in a professional, outgoing, and positive manner.
- Consistently available to work between 7:00am and 6:30pm, to include meetings outside of call and chat hours.
- Highly organized. Handles multiple tasks with ease while supervising the work of others. Detail-oriented.

PHYSICAL REQUIREMENTS

The physical requirements outlined below encompass the diverse range of abilities needed for individuals to effectively perform the essential functions of this job.

- Communicate information and ideas clearly for mutual understanding.
- Exchange accurate information effectively in various situations.
- Observe details at close range (within a few feet of the observer).
- **Constantly** remain in a stationary position.
- **Occasionally** move around the workspace.
- **Constantly** operate a computer and other office productivity machinery.
- **Rarely** ascend/descend a ladder.
- **Occasionally** position oneself to maintain files or other items.
- **Never** move items weighing up to 60 pounds across the office for various needs.
- **Never** work in outdoor weather conditions.
- **Never** operate a vehicle.
- **Rarely** travel between worksites.