



## Credit Union Member Service Supervisor Job Description

### JOB INFORMATION

Job Code:	115023
Job Title:	Credit Union Member Service Supervisor
FLSA Status:	Exempt
Supervisory:	Supervises employees who do not supervise.
Job Family:	Credit Union
Job Family Group:	Accounting, Finance and Banking
Management Level:	6 Supervisor

### JOB SUMMARY

Supervises credit union operations and staff in designated member-service departments. Opens new member accounts and loans, provides resolutions to member inquiries, and performs other relevant tasks and procedures to best meet member experience and operational goals.

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study
X		High school or equivalent	
	X	Bachelor's degree	

#### Additional Education

Check here if experience may substitute for some of the above education.

<input type="checkbox"/>	Combined experience/education as substitute for minimum education
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#### Work Experience

Req	Pref	Work Experience	Experience Level
X		5 years	

#### Additional Work Experience

Check here if education may substitute for some of the above work experience.

<input type="checkbox"/>	Combined experience/education as substitute for minimum work experience
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#### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Five years' experience at a financial institution, interpreting and applying pertinent policies, procedures, regulations, and requirements. Knowledge of credit union service standards and loan operations, as well as all relevant local, state, and federal regulations governing financial institutions. Experience in a management or leadership role. Written and oral communication skills, able to provide both detailed information and summaries to relevant stakeholders.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
	X	Experience in a management role at a financial institution. Knowledge of human resources processes, and experience interviewing, mediating, and teaching/training staff. Written and oral fluency in Spanish and/or other foreign languages. Experience with social media and multi-platform communications and marketing plans.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
and coaches assigned staff to ensure service standards are met. Assigns, prioritizes, and schedules work, assesses performance, and provides regular feedback. Ensures policies, procedures, and guidelines are followed in all areas of assigned responsibility. Participates in all assigned professional development programs in support of the credit union's commitment to increases sales, service, quality, and teamwork. Supervises and coaches assigned staff to ensure service standards are met. Assigns, prioritizes, and schedules work, assesses performance, and provides regular feedback. Ensures policies, procedures, and guidelines are followed in all areas of assigned re				
Develops sales and service strategies alongside department manager. Recommends operational and marketing strategies to achieve department goals. Works on special projects aimed at improving member experiences, and achieving department and organization goals.				
Interviews and counsels loan applicants. Describes and discusses the application review process, insurance programs, and key financing aspects (e.g., rates, terms, payment amounts), and provides recommendations. Collects and verifies appropriate loan transaction documentation - income verification, vehicle registration, credit reports, account statements, etc.				
Reviews, analyzes, and recommends the disposition of membership and loan applications. Approves applications within pre-determined parameters, processes and funds loans, and ensures all required documentation is properly signed and received. Explains debt responsibilities (e.g., due date, late charges, payment obligations) to members.				
Handles member inquiries via various channels, researching problems and providing resolutions. Investigates and resolves escalated member issues (e.g., loan adjustments, fee reversals), and documents follow-ups to members, when necessary.				

## Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			No

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the

position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.