

**KAUAI GOVERNMENT EFCU
 Job Description**

Job Title: Member Relations Manager – Kilauea	Effective Date: July 15, 2019
FLSA Status: Exempt	
Reports to: Chief Operations Officer	
PURPOSE AND SCOPE	
<ul style="list-style-type: none"> • Responsible and accountable for executing the credit union’s member experience strategy at the assigned branch office. Responsible for the day-to-day operation of the office. • Advocates for business transformation to promote member loyalty and growth. Examines current practices, and challenges the status quo to continually improve the credit union’s member experience and expand the member base. • Provides leadership and guidance to the credit union staff for execution and improvement of daily functions of the branch operations. Passionately inspires credit union staff to own and deliver an exceptional member experience in every member interaction. • Understands, supports, and advances the mission of the credit union. Exercises sound judgment in making decisions to the mutual benefit of the member and the credit union within the framework of the credit union’s mission. 	
ESSENTIAL JOB FUNCTIONS	
1. Directly responsible for the coordination of the day-to-day branch operations and direct supervision of the staff. Ensures that branch operations are in line with the overall member experience strategy as set forth by the executive team.	
2. Promotes the credit union’s strategic objectives related to workplace culture. Actively develops and provides support to the operations team. Participates in the hiring and onboarding of new staff. Trains, coaches, and facilitates career growth plans for operations staff. Conducts performance appraisals of direct reports.	
3. Works closely with the Chief Operations Officer to ensure that operations processes and programs are appropriate and relevant to the credit union’s existing and potential membership base.	
4. Facilitates the delivery of service to members by ensuring that staff have necessary resources and that equipment is functioning optimally.	
5. Participates in the delivery of service to members, including member services, lending, and business account services.	
6. Participates in community outreach with an eye toward identifying the needs of the community and opportunities for enhancing the credit union’s member experience and product positioning. Effectively represents and promotes the credit union and develops new business relationships.	
7. Ensures the safekeeping of credit union assets, including structures, equipment, employees, inventory, and cash.	

8. Maintains an up-to-date understanding of, and ensures that the department remains compliant with, operations-related laws and regulations.
9. Ensures effective internal controls within the department.
10. Creates, maintains, and helps optimize departmental procedures.
11. Coordinates with staff at the main office to ensure timely and compliant processing of back-office functions such as Automated Clearing House (ACH), Wire Transfers, Individual Retirement Accounts (IRAs), and item processing.
12. Must comply with applicable policies, laws and regulations, including but not limited to the Bank Secrecy Act, the USA PATRIOT Act, Office of Foreign Assets Control, and the Equal Credit Opportunity Act.
13. Projects a positive attitude and infectious enthusiasm.
14. Performs other duties as assigned.

SUPERVISION RECEIVED

- Able to work with minimal direct supervision from the Chief Operations Officer.
- Empowered to solve problems in a professional and timely manner.
- Exercise discretion and independent judgment in tasks/situations detailed in departmental procedures.

MANAGEMENT/SUPERVISORY RESPONSIBILITIES

Directly Supervises: Relationship Agent and other branch staff.

IDEAL EDUCATION AND/OR EXPERIENCE

- Bachelor's Degree or higher from an accredited college or university; and
- Sufficient expertise and experience to inform the credit union's member experience philosophy and standards, as well as to guide the development of products and services designed to enhance the member experience.

PHYSICAL DEMANDS

Work Environment:

- “Moderate” noise level in an enclosed air-conditioned facility (e.g., office with computers, printers, work area with light traffic, telephones, etc.).
- May require continuous communication via telephone and other electronic messaging for up to 4 hours.
- Usually indoor work with occasional work outdoors.
- Must be able to lift, push, and pull a minimum of 25 lbs.
- Must be able to operate office equipment such as: computer, typewriter, fax, telephone, photocopier, and calculator.
- Position may require prolonged sitting, standing, and walking.

TRAVEL REQUIREMENTS

Some travel may be required to attend meeting/educational offerings by car or aircraft to various locations throughout the United States. The length of the travel varies by purpose.

Must be able to travel to the main office in Lihue for meetings and other work-related purposes.

ATTENDANCE REQUIREMENTS

- Please note that scheduled attendance requirements may change due to business needs.
- Scheduled days of work when the credit union is open:
 - To date, the hours for the Kilauea office have not been determined.
Potential hours may include Monday – Saturday, 7:30am – 6:00pm.
- Must be able to work additional hours, weekends, and Holidays as needed.

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I acknowledge that I have read the job description associated with the position that I now hold. I understand that revisions to this job description may occur. I further understand that I may be assigned projects or duties, as needed that may not be specifically listed in the written job description.

I further understand that if I cannot perform the necessary functions of this job, with or without reasonable accommodations, that I may be dismissed from this position and/or the company.

I understand that I have entered into my employment relationship with the company voluntarily and acknowledge that there is no guarantee of a specific length of employment. I acknowledge that this job description is not a contract, or a legal document. Accordingly, either the company or I may terminate the relationship at will with or without cause, at any time, so long as there is no violation of applicable federal or state law.

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Employee Signature

Date