

**KAUAI GOVERNMENT EFCU
Job Description**

Job Title: Member Support Manager	Effective Date: April 2021
FLSA Status: Exempt	
Reports to: EVP/Chief Operations Officer	
PURPOSE AND SCOPE	
<ul style="list-style-type: none">• Responsible and accountable for the credit union’s back-office and contact center (Member Support) operations in support of the in-branch and digital member experience strategies.• Maintains a culture of operational excellence. Develops and sustains systems and processes to promote efficiency and consistency, maintain sound internal controls, and ensure compliance with applicable policies and regulations.• 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. Responsible for the day-to-day Member Support operations. Ensures that 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 Member Support team. Participates in the hiring and onboarding of new staff. Develops and implements systems in place to train, coach, and facilitate career growth plans for Member Support staff. Conducts performance appraisals of direct reports.	
3. Directly responsible for the credit union’s back-office operations, such as item processing, Automated Clearing House (ACH), Card Fraud & Disputes, Wire Transfers, Individual Retirement Accounts (IRAs), mobile deposit capture, and user maintenance. Participates in new projects and coordinates maintenance of credit union facilities.	
4. Works closely with the leadership team to ensure that Member Support processes and programs support and promote an exceptional in-branch and digital member experience. Continually explores and creates new ways to support an exceptional member experience. Leads projects and initiatives as assigned by management.	
5. Accountable for the execution of the credit union’s Bank Secrecy Act (BSA) compliance program. Develops and maintains processes that ensure compliance with all BSA related requirements. Ensures that all reporting deadlines are met, without exception. Maintains a thorough understanding of BSA regulations and expectations. May serve as the credit union’s BSA Officer.	

6. Oversees the credit union's training program, working closely with Human Resources.
7. Oversees the execution of projects managed by individuals on the Member Support team.
8. Maintains a culture of operational excellence that balances operational efficiency with appropriate internal controls. Sets expectations and holds staff accountable for adherence to proper controls and timely reviews.
9. 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.
10. Projects a positive attitude and infectious enthusiasm.
11. Performs other duties as assigned.

SUPERVISION RECEIVED
<ul style="list-style-type: none">• Able to work with minimal direct supervision from the EVP/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: Member Support Specialists (Contact Center), Operations Support Officer, and Project Coordinator/Trainer.

IDEAL EDUCATION AND/OR EXPERIENCE
<ul style="list-style-type: none">• Bachelor's Degree or higher from and accredited college or university; and/or• Sufficient expertise and experience to manage the credit union's contact center, back-office, and BSA compliance operations.

PHYSICAL DEMANDS
Work Environment: <ul style="list-style-type: none">• "Moderate" noise level in an enclosed air-conditioned facility (e.g., office with

- computers, printers, work area with light traffic, telephones, etc.).
- May require heavy communication via telephone and other electronic messaging.
 - Usually indoor work with occasional work outdoors for special events.
 - Must be able to lift, push, and pull a minimum of 25 lbs.
 - Must be able to operate office equipment such as: computer, 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 regularly travel between the main office in Lihue and the Kilauea office in order to ensure effective operations, and to attend required meetings and training sessions.

ATTENDANCE REQUIREMENTS

- Please note that scheduled attendance requirements may change due to business needs.
- Scheduled days of work when the credit union is open:
 - Monday – Thursday from 8:00am – 4:45pm
 - Friday from 8:00am – 5:45pm
- Must be able to work additional hours, weekends, and Holidays as needed.