

**KAUAI GOVERNMENT EFCU  
Job Description**

Job Title: Member Services Supervisor	Effective Date: June 2021
FLSA Status: Exempt	
Reports to: Director of Branch Operations	
<b>PURPOSE AND SCOPE</b>	
<ul style="list-style-type: none"> <li>• Responsible for the daily operations of the branch, including opening, closing, and maintaining branch staffing and scheduling.</li> <li>• Provides leadership and guidance to the credit union staff on daily functions of the branch operations. Passionately inspires credit union staff to own and deliver an exceptional member experience in every member interaction.</li> <li>• 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.</li> </ul>	
<b>ESSENTIAL JOB FUNCTIONS</b>	
1. Responsible for daily branch operations and maintaining a high level of employee morale to minimize turnover and maximize member satisfaction. Ensures that branch operations are in line with the overall member experience strategy as set forth by the executive team. Coordinates staff schedules. Maintains branch cash. Works with branch staff to achieve individual and/or group performance goals.	
2. Promotes the credit union’s strategic objectives related to workplace culture. Maintains a highly motivated, well-trained staff and effective employee relations. Responsible for addressing inappropriate conduct, attendance, and behavioral issues through discipline and/or termination, and recommends disciplinary action decisions. Actively develops and provides support to the branch team. Holds regular team and one-on-one meetings, mentors’ staff toward professional growth goals, and effectively resolves staff issues.	
3. Ensures that operations processes and programs properly executed within the department. Communicates with Director of Branch Operations with the goal of ensuring processes and programs are appropriate and relevant to the credit union’s existing and potential membership base.	
4. Executes the credit union’s member experience strategy at the branch. Responsible for promoting the Member Experience Standards among the staff. Facilitates the delivery of service to members by ensuring that staff have necessary resources and knowledge, and that equipment is functioning optimally.	
5. Participates in the delivery of service to members, including member services, lending, and business account services.	
6. Ensures the safekeeping of credit union assets, including structures, equipment, employees, inventory, and cash.	
7. Participates in short and long-term strategic planning. Reviews and execute forecasts, financial objectives and business plans with Director of Branch Operations.	

8. Ensures internal controls within the department are adhered to. Works with Director of Branch Operations, to ensure that the department remains compliant with operations-related laws and regulations.
9. Participates in the creation, maintenance, and optimization of procedures.
10. 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.
11. Projects a positive attitude and infectious enthusiasm.
12. Assists Director of Branch Operations as needed in assessing local market conditions and identify current and prospective sales opportunities. Stays abreast of competing markets and provides reports on market movement and penetration. Communicates and implements new ideas and marketing strategies within the area to improve sales, cross-sells, marketing, and staff development.
13. Assists staff or members in solving complex account problems.
14. Performs other duties as assigned.

<b>SUPERVISION RECEIVED</b>
<ul style="list-style-type: none"> <li>• Able to work with minimal direct supervision from the Director of Branch Operations.</li> <li>• Empowered to solve problems in a professional and timely manner.</li> <li>• Exercise discretion and independent judgment in tasks/situations detailed in departmental procedures.</li> </ul>
<b>MANAGEMENT/SUPERVISORY RESPONSIBILITIES</b>
Directly Supervises: Relationship Agents and Member Services Representatives.

<b>IDEAL EDUCATION AND/OR EXPERIENCE</b>
<ul style="list-style-type: none"> <li>• High school graduate with two-year college courses and/or the equivalent of experience</li> <li>• Minimum of two (2) years of supervisory experience</li> <li>• Minimum of two (2) years of experience in a financial institution</li> <li>• Experience in lending and/or operations</li> </ul>

### 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:
  - Kilauea Branch Tues-Sat 8:30am – 6:00pm
  - Lihue Branch Mon-Fri 8:30am – 6:00pm
- Must be able to work additional hours, weekends, and Holidays as needed.