



## Call Center Manager, Credit Union Job Description

### JOB INFORMATION

<i>Job Code:</i>	115048
<i>Job Title:</i>	Call Center Manager, Credit Union
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	Credit Union
<i>Job Family Group:</i>	Accounting, Finance and Banking
<i>Management Level:</i>	5 Manager

### JOB SUMMARY

Manages credit union call center. Ensures operational compliance and drives sales performance via inbound and outbound sales calls. Develops, implements, and optimizes strategies and processes to ensure sales representatives meet sales goals, provide exceptional service, and maximize sales opportunities. Conducts training to ensure professional development of call center staff. Analyzes metrics and key performance indicators to identify areas for improvement. Ensures compliance with policies, procedures, and regulatory requirements.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree	Business Administration	Or
X		Bachelor's degree	Management	Or
X		Bachelor's degree	in related field(s)	

#### Additional Education

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

Combined experience/education as substitute for minimum education

#### Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		3 years	experience in a call center within financial services industry.	
	X	5 years	experience in a call center within financial services industry and/or experience supervising call center representatives.	

#### Additional Work Experience

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

Combined experience/education as substitute for minimum work experience

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Excellent leadership, management, and project management skills, including ability to motivate and mentor a team of call center agents.
X		Ability to foster a competitive and collaborative work environment that motivates team to achieve and exceed sales targets.
X		Excellent understanding of customer service and ability to apply related principles.
X		Demonstrated organizational, critical thinking, and analytical skills.
X		Ability to use data to drive decision making.
X		Excellent written and oral communication skills, and an exemplary attention to detail.
X		Demonstrated experience with office management software/tools (e.g. Google suite, Slack, Skype).
	X	Demonstrated knowledge of credit union loan and deposit products as well as lending and member service policies and procedures.

## Other Job Factors

- This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages credit union call center, ensuring operational compliance and driving sales performance via inbound and outbound sales calls. Develops and implements sales strategies and tactics to drive revenue growth, meet sales targets for loan and deposit products, and maximize sales opportunities. Handles escalated customer inquiries or complaints; ensures prompt resolution and customer satisfaction.				
Leads and manages team of call center sales representatives. Conducts ongoing training to build skills, product knowledge, and sales techniques of sales representatives. Provides coaching and feedback as necessary.				
Ensures service interactions focus on providing seamless and satisfactory customer experiences (e.g., resolving inquiries on the first call, promoting additional sales opportunities).				
Assists with resource planning to maximize efficiency, productivity, and customer service standards of call center staff. Monitors and analyzes sales metrics, call volume, conversion rates, and other key performance indicators to identify areas for improvement; makes recommendations and takes actions as appropriate. Prepares and presents various reports (e.g., sales performance, service interactions, forecasts) to senior management.				
Ensures compliance with policies, procedures, and regulatory requirements related to sales, service, and customer interactions.				
Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

## 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>

<i>Campus Security Authority (CSA)</i>	<i>Essential:</i>
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>	Yes

**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.