

Member Solutions Center Supervisor

Well, well, well. Look who it is...

We've been waiting for you to swing by and check us out. We have some jobs here at Andigo that could be a great fit for you, since you have a hankering for a fast-paced, get-it-done workplace and a passion for helping people, just like the rest of our team.

But before we get into all that, a little about us. While you may not have heard our name – say it with us, “Andigo sounds like indigo” – we’ve expanded to 40,000 members and lots of sponsor organizations (businesses with a bank-at-work perk for their employees). Good folks from the greater Chicago area and across country.

Did you catch that? That one word you won't see big banks use? “Members,” that's right. Andigo is a not-for-profit, member-owned credit union. We exist for one and only one reason: to help our members achieve their goals whenever, wherever they go. Because we're not a bank, we don't drive up profits just because shareholders demand it. Instead, we focus on driving up member happiness through low loan rates, high deposit rates and low or no fee products and services. Makes banks seem like kind of a bummer, huh? That's why we need to get the word out about all of the great opposite-of-bummer things we're doing for our members here at Andigo.

That's why we need you.

You're someone who sees a wrong and rights it. You take work seriously but not yourself. You want to surround yourself with other highly motivated, highly fun people who want to grow Andigo. You want to prove that when we set a goal to make a difference in our members' lives. Together we truly can. That's not easy, but you already know that because you're a person who loves a challenge as much as you love top compensation and A+ benefits for your hard work.

We think you belong here, do you? Thought so. Let's go!

Summary

The Member Solutions Center (MSC) Supervisor is responsible for assisting the MSC Manager with the day-to-day coaching and training of all member solutions center representatives while providing an excellent member experience by meeting members' needs regarding financial and software inquiries via telephone, email or online channels. The MSC Supervisor enhances the member experience by: reviewing and updating MSC service and operational processes and procedures, ensuring that all member inquiries are handled within established service level agreements (SLAs) and represents the MSC in a managerial capacity in the absence of the MSC manager.

Essential Duties and Responsibilities

- Works with the MSC Manager in developing and implementing service and sales initiatives for the call center to meet or exceed department SLAs and grow Andigo's cross-sell initiatives by coaching for referral opportunities.
- Helps plan and manage the department schedule.
- Assists the MSC Manager in reviewing and updating MSC processes and procedures to the Knowledge Base (KB). Ensures that information being placed into the KB is kept accurate and informative.
- Responsible for learning and performing new or current procedures, policies and programs.
- Represent management for complex transactions and processes and escalated calls.
- Assists the MSC manager in interviewing candidates for open positions
- Coaches and trains employees on service and sales standards. Listens to member calls and reviews online communications to provide constructive feedback to MSC employees.
- Assists MSC Manager with input on employee performance reviews and with establishing employee goals.
- Answers member questions regarding accounts, policies, services and products through inbound/outbound phone interactions and online support channels.
- Analyzes, troubleshoots and resolve online/mobile banking and bill pay issues.
- Exhibits exceptional product knowledge promotes and cross-sell Andigo's products and services, including wealth management referrals, loans, online tools. Meets established department and individual sales goals and coaches others to do the same.
- Develops and submits ideas regularly for member experience and efficiency improvements.
- Maintains a professional attitude towards all callers, colleagues, managers and vendor contacts.
- Works with peers in other departments to ensure that the member experience is consistent across the organization.
- Perform other reasonably related duties as assigned by the MSC Manager and other members of the leadership team.
- Miscellaneous functions necessary to ensure the success of the department while anticipating the needs of our members, exceeding their expectations and earning their trust.

Technical / Interpersonal Skills:

- Requires excellent written/oral communication skills and the ability to communicate effectively with members and employees.
- Must possess a thorough knowledge of basic math skills.
- Ability to carry out instructions furnished in written and oral form; must be able to work with minimal supervision.
- Able to effectively communicate with people in crisis. Ability to maintain a high level of confidentiality.
- Close attention to detail with a high degree of accuracy.
- Requires strong proficiency for Windows based software and ability to learn core processing systems.
- Must have excellent keyboarding skills.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Education and/or Experience

This position requires a high school diploma and recent banking, sales, call center or customer service experience. Previous coaching and training experience is preferred.

Physical Demands

Ability to work in a highly organized and fast-paced environment requiring extended periods of time at a fixed position answering and returning phone calls.

Work Environment

The noise level in the work environment is moderate and can occasionally become loud.

Compensation and Benefits

Andigo is proud to offer a comprehensive benefits package that includes medical, dental, vision and life insurance options. A generous 401(k) and vacation plans.

EEO Disclaimer:

Andigo is an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability.

To apply

Please send your resume to Georgia Katsianis at georgia@careerdevsavant.com