

Member Experience Manager

Evergreen Credit Union (\$569MM), located in beautiful Portland, Maine, is currently in search of a professional to assist and support our VP, Member Experience & Engagement (VP, MEE). The ideal candidate will assist the VP, MEE, in championing world-class service, be well-versed in credit union banking operations, and have a proven record and passion for enhancing overall member experiences.

Key Responsibilities:

- Collaborate with the VP, MEE on the direction and priorities of retail branch and call center operations.
- Collaborate with managers and supervisors on operational and branch matters, as directed by the VP, MEE.
- Support the VP, MEE in facilitating Teller Supervisor and/or Financial Services meetings.
- Attend all Managers' meetings, taking notes and following up on deliverables.
- Attend various department meetings and report back to the VP, MEE with any pertinent information.
- Work with the training department to create procedures for applicable training needs.
- Collaborate with various departments and branch staff to improve processes and create efficiencies as directed by the VP, MEE.
- Work with other organization employees on issues outside the individual's direct area of responsibility, as directed by the VP, MEE.
- Possess a sound knowledge and understanding of sales, service, financial metrics, and goals, along with operational practices, policies, products, and applicable regulations.
- Exhibit strong overall business acumen with an ability to understand the direction, priorities, and overall business objectives of the organization.
- Analyze reports and data as requested.
- Demonstrate strong interpersonal skills, present a positive and professional image, effectively collaborate with diverse teams, and achieve results through the efforts of others.
- Identify opportunities to improve member experience and provide feedback to management.
- Reinforce Evergreen Credit Union's vision, mission, purpose, promise, and values by serving as a culture agent.

Ideal Candidate Qualifications:

- **Experience:** 5+ years of relevant experience with credit union financial services, core system knowledge, product knowledge, and sales and service.
- **Expertise:** Proficient in credit union retail banking and call center operations.
- **Member Service:** Strong foundation in delivering exceptional member service.
- **Skills:** Excellent communication, collaboration, and organizational skills.

Benefits:

We offer an excellent compensation and benefit package that includes medical insurance, dental insurance, vision insurance, 401(k) with match, PTO, paid holidays, short-term and long-term disability insurance, and education assistance.

This position reports to the EVP/COO. Resumes may be sent to Cathy Lestage, Vice President of Human Resources @ clestage@egcu.org.

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