

Job Description: **1080**  
**Manager, Quality Service and Product Development**

Date: January 1997

**Reports to:** President/CEO

**Objective:** To produce original research and analysis for the purpose of enhancing DMFCU product delivery and quality of services. To identify trends and, through effective analysis, properly anticipate the need for revision of operating procedure, policies and protocols. To develop measurement tools which will validate original research and analysis prior to implementation or revision of designated products and services.

**Essential Responsibilities:**

1. Produces original research and analysis to improve DMFCU's product delivery and quality of services and, upon approval, acts to implement program enhancements.
2. Identifies trends and, through effective analysis, properly anticipates the need for revision of operating procedures, policies and protocols.
3. Develops measurement tools which will validate original research and analysis prior to implementation or revision of designated products and services.
4. Initiates random "quality of service" audits with any operating position, at any time. Makes "local or global" recommendations, based on findings, to the immediate supervisor/manager and the President/CEO, as necessary.
5. Leads research and analysis for "quality service delivery" (hardware and software) which will streamline work procedures, including: balancing, IRAs, opening and closing procedures, telephone etiquette, etc.
6. Monitors staff for compliance to *Member Service Protocols*. Promotes a positive image and the goodwill of the credit union in all member service activities.
7. Responds, at the direction of the President/CEO, to inquiries from members for specific requests for service and takes appropriate action to achieve resolution. Produces and submits to the President/CEO a weekly *Quality of Service Report* which documents problem resolution, follow-up and, proper corrective action taken.
8. Develops and maintains assessment tools, both manual and computer based, to promptly and accurately measure staff for cross-selling of all credit union services, including Tellerphone. Recommends enhancements, including new products and services, and takes initiative, upon approval, to implement changes.
9. Produces and submits to the President/CEO a weekly *Product Services Development Report* which documents the current status of DMFCU's initiative regarding *next* generation service delivery methods, including but not limited to: on-line (electronic) financial services, internet, cable, telephone, ATMs, home computers and other methods.

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10. Monitors designated budgets, funds, and general ledger accounts and projects, when appropriate, for savings or loss as a result of new product implementation or continuation of existing service systems.
11. Negotiates with and selects vendors, upon approval, to provide designated member services products and services.
12. Provides technical direction and guidance to staff, through scheduled and unscheduled meetings, or as necessary in order to ensure staff has proper awareness of quality service and product development issues.
13. Reviews and approves all research, analysis and recommendations from staff for upgrades/enhancements to service delivery systems, software and hardware. Implements service and product enhancements, upon approval from the President/CEO.
14. Maintains an active "general" awareness of quality of service and product development concerns expressed by

- members by soliciting and maintaining a direct interaction with members.
15. Maintains effective working relationship with all managers and supervisors to enhance the quality of service delivery and product development.
  16. Performs other related duties, including special projects, as required or requested.

**Qualifications:**

**Education/Experience:** Education equivalent to graduation from High School, a college degree is preferred, and four (4) or more years of recent and related work experience with a demonstrated knowledge of credit union policies and procedures. Demonstrated thorough knowledge of and a consistency in accurately managing and handling cash, and reviewing, evaluating and recording financial transactions. A thorough accounting/financial systems knowledge is desired. Previous management level experience, is desired. Must be able to work flexible hours. Must be bondable.

**Performance:** Demonstrated experience performing in compliance with established human resource and departmental policies regarding: attendance (absences, tardiness, sick leave and vacation use, and other scheduled or unscheduled absences); dress code; customer/member services; safety; security, disaster and other policies procedures and practices. Demonstrated effective and diplomatic oral and written communication skills. Performance is limited to the scope of essential duties and responsibilities.

**Physical/Environmental Characteristics:** Essential duties are performed in a general office work environment and regularly require sitting at a work station/desk while completing paperwork or using computers, calculators, copiers, fax machines and other business office machines and equipment. Essential duties may also involve: occasional kneeling, squatting, bending, walking, crouching, stooping and lifting up to 30 pounds to stack, store supplies or various office equipment, as directed. **Compliance to security and safety procedures, including use of Personal Protective Equipment (PPE), is required.**