



Denver Municipal Federal Credit Union

Job Description: **5005**
Supervisor, Member Services

Date: August 1996

Reports to: Vice President of Member Services

Objective: To supervisor the quality and progress of work in the Member Services Center and the Card Service Center.

Essential Responsibilities:

1. Maintains and develops an effective and problem-solving environment for members.
2. Supervises and develops an effective and efficient staff: conducts training, performance appraisals, merit reviews and develops performance standards for Service Center personnel. Ensures for adequate and consistent coverage of all program operations, and for adequate supplies and equipment for staff.
3. Supervises training, cross-training, technical direction and guidance to Member Service Representatives, staff and members, as required or requested.
4. Maintains the VISA credit card program to include charge-backs and copy requests.
5. Maintains the ATM/Visa debit card program and recommends enhancements, as necessary.
6. Ensures that overdrawn and under par accounts are processed properly with corrective action taken when necessary.
7. Establishes the password maintenance for the *Tellerphone*.
8. Ensures that signature cards are complete and accurately entered into the data processing system.
9. Serves as an information resource on membership programs and operations, including: requirements; services; rights and potentials for membership. Updates and maintains membership related information to be disseminated to members and prospective members.
10. Performs other related duties, including special projects, as required or requested.

Qualifications:

Education/Experience: Education equivalent to graduation from High School, and two (2) or more years of recent and related work experience with a demonstrated knowledge of credit union policies and procedures. Must be trained and certified as a Teller Service Representative. 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.**