SUMMARY:

Direct and supervise the operations of the Support Services staff. Guides and supports the Records Management, Card Services, Share Draft and IRA/HSA plan administration functions. Monitor and evaluate staff performance. Additional training or courses may be required.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Responsible for ensuring adequate level of branch and member support in the areas of Card Services, Share Draft processing, IRA/Certificate administration, Records & Document imaging and retention.

- Responsible for ensuring all Support Service areas are current with any software/operating system changes. Assess and recommends workflows and processes that focus on accurate, efficient and timely delivery of services.

- Supervise the Support Services staff. Evaluate work of employees, conduct performance appraisals, recommend promotions, reassignments, participate in the hiring of new employees, and related personnel functions. Provide motivation, training and assistance to employees to ensure efficient and effective delivery of support services.

- Responsible for overall administration of credit union member records which includes, but is not limited to, check images, microfilm, microfiche, member history, statement history and records stored offsite.

- Responsible for coordination of department scheduling. Support all positions within the department and serves as back up as needed. Ensure maintenance of total quality management in each department.

- Ensures and committed to maintaining a high level of knowledge through training and development to sustain the highest level of competent service delivery to members.

- Reviews clerical records and documentation including but not limited to currency orders, garnishments, levies, subpoenas, IRA files and IRS tax reporting to insure completeness, accuracy, and timeliness.

- Consults with the Vice President Compliance & Support Services to pinpoint and anticipate problems and recommend solutions.
Support Services Manager

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- Works directly with staff and members; responsible for researching inquiries and resolving problems of a more complex or sensitive nature. Treats all credit union members and employees with a positive and cooperative attitude.

- Ensures that the department image is favorable, reflecting a sound and secure financial institution that employs prudent housekeeping procedures and safety measures, including privacy, confidentiality and ease of use.

SUPERVISORY RESPONSIBILITIES:

Supervises Support Services staff. Is responsible for the overall direction, coordination, and evaluation of these units.

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

PERFORMANCE STANDARDS:

Must fully understand organization’s Mission, Vision and Values. Must be familiar with relevant products and services support procedures. Must have the ability to assess best practices to ensure highest level of efficient processes and productivity. Cooperative and positive attitude toward members and staff. Professional appearance and demeanor. A demonstrated team player.

QUALIFICATION REQUIREMENTS:

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 the essential functions.

EDUCATION and/or EXPERIENCE:

Bachelor's degree (B. A.) from four-year college or university; plus three to five years' related experience and/or training; or equivalent combination of education and experience. Strong technical and organizational skills critical. Related work experience may substitute for education.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS:

No requirement. Must pass applicable requirements within first six months of employment.

OTHER SKILLS and ABILITIES:

Ability to operate all required systems in the areas of Support Services. Ability to interpret, reconcile and prepare various reports in conjunction with Departmental needs. Basic input, output, error correction, general ledger account structure knowledge essential to be able to perform the job.

Ability to operate office equipment such as: Imaging System, Check21 System, personal computer, fax machine, photocopier, telephone and laser printer.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee frequently is required to stand, walk, and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works near moving mechanical parts and in outside weather conditions and is occasionally exposed to moderate cold and heat.

The noise level in the work environment is usually moderate.