

## Contact Center Supervisor

InRoads Credit Union is seeking a diligent and knowledgeable full time Contact Center Supervisor to join our team in St. Helens, Oregon.

As the Contact Center Supervisor, you will lead and direct day-to-day operations of at least 3 staff members to ensure a superior member experience. Leading by example and coaching staff to become the best that they can be while offering products and services that are appropriate and that will benefit the financial life of the member. Manage reports/data for the team to ensure goals are being met, to identify actions to enhance results, and assist with coaching team staff to be the best they can be.

A successful Contact Center Supervisor should be equipped to perform the following:

- Requires strong interpersonal and communications skills to discuss, provide guidance and/or resolve member or staff concerns.
- Must be able to maintain composure under pressure, interact routinely with others face-to-face, by telephone, and through other communication methods using active listening skills and excellent teamwork.
- Leadership skills and attention to detail.
- Proficiency in spreadsheet, word processing, Outlook, and database software applications skills is required.
- Must be reliable in creating highly accurate work results, meeting strict deadlines.
- Has good knowledge of Credit Union's policies, procedures and regulations and applies knowledge/skills to decisions and actions
- Ability to work independently with a minimum of supervision, self-starter and uses resources to determine best actions and be comfortable making day to day decisions pertaining to branch/branch operations
- Requires working with others in a group or team and the ability to remain flexible despite interruptions and/or routine changes to priorities and/or job duties.
- Must be comfortable communicating with video technology
- Ability to work on flexible hours including evenings and weekends and be bondable.
- Must be able to travel to other branch locations on occasion
- Associate Degree in a business-related field is preferred, with a minimum of 2-years job related experience.
- Or must have at least 3-5 years of job related or similar experience including knowledge of financial product and services, strong leadership, coaching and supervisory skills.

InRoads Credit Union is an Oregon-based not-for-profit financial institution. At InRoads, we are that trusted resource for our members and communities. We're here to deliver the financial expertise our members want and need, from affordable loans and financial resources, to money saving advice and planning. When our members succeed, so does the credit union. Our employees are a vital part of that success. Transparency, celebration of individuality, confidence, the ability to work with members to achieve their financial goals and dreams, and strong communication skills are necessary for any successful candidate.

Together we are InRoads Credit Union.

If you feel a connection to our credit union after reading a little about the position and our organization, and you meet minimum qualifications, submit your employment information (letter of interest, resume and application) as soon as possible. This position will remain posted until filled.

InRoads is an equal employment opportunity employer.