

InRoads Credit Union is seeking a diligent, and knowledgeable full time Contact Center Supervisor to join our team in St Helens, Oregon. This position comes with a full benefit package including a matching 401k.

At the heart of every InRoads Credit Union position is a relationship built between You and the Members we serve. As an InRoads Credit Union Employee, your role is to deliver an exceptional InRoads experience while elevating the overall financial wellness of the Members you serve. You are expected to always represent our Core Values – Collaboration, Empowerment, Empathy, Innovation and Inclusivity. As an InRoads Credit Union Employee, you are expected to exceed the expectations of the Member in all you do to serve them and do so with the utmost level of integrity.

As the Contact Center Supervisor, you will lead and direct day-to-day operations 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 department staff to be the best they can be.

This role will require a minimum of three years of experience in the financial services industry and strong leadership, coaching and supervisory skills. An Associates Degree is preferred.

A successful Contact Center Supervisor should be equipped with 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
- The potential of dangerous situations, (due to the nature of our business) such as robbery, kidnapping, or hostage, etc.
- Requires the ability to sit or stand for long periods of time while talking and/or listening and using hands and fingers to operate a computer and telephone; ability to operate a computer or video screen.
- Requires the ability to work in a confined area.
- Occasionally be required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl.

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.



Contact Center Supervisor

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 letter of interest and resume to hr@inroadscu.org. This position will remain posted until filled.

InRoads is an equal employment opportunity employer.