
Job Title:	Member Advocate Support Manager
Classification:	Exempt
Reports to:	Director of Member Services
Supervises:	Member Advocate Specialists
Location:	Lewiston, Idaho

About Us:

Cutting Edge Federal Credit Union operates on the belief that being a not-for-profit financial cooperative means that our members profit by giving them higher rates on savings, lower rates on loans, and a wide range of services at little or no cost, to help them reach their financial goals and achieve overall financial wellness at any stage of life. As a designated Community Development Financial Institution, we empower our staff with resources and training that align our social mission with satisfying our members' unique and varied financial needs.

Everyone who works at Cutting Edge plays an important role in developing our member communities, whether you're on the front lines working directly with members or in the back office making sure that everything is running smoothly. We are seeking to employ individuals who want more out of their job than just a paycheck – consider joining our team if you want to be part of a Movement towards community wellbeing and prosperity through financial health and inclusion.

Position Summary:

The Member Advocate Support Manager partners with the Director of Member Services to oversee the daily branch operations. The person in this position will assist in the direct delivery of services to members and handle daily operational tasks. The Member Advocate Support Manager ensures that the branch adheres to all applicable credit union branch compliance and standard operational processes and procedures and provides ongoing support, guidance, and training to branch staff. The Member Advocate Support Manager will be required to simultaneously assist credit union members and lead branch team members.

Duties and Responsibilities:

- Respond to member needs by performing basic teller transactions, opening new accounts, consumer and real estate loan processing, IRA transactions, and financial coaching
- Respond to team member needs in positive, constructive manner to support credit union ideals and staff morale
- Partner with the Director of Member Services to support team member training and performance in accordance with policy and procedure updates

- Lead branch team to deliver consistently high-quality sales and service by attracting new members and deepening relationships with current members
- Respond to team member needs to assist with member requests, resolution of problems or complaints with or seek assistance in approval of recommended solutions
- Ensure team members handle all loan and share processing based on credit union policies & procedures within approval authority
- Maintain effective communication with all credit union employees and management
- Engage with members by greeting, personalizing interactions, uncovering financial needs, making recommendations, and providing timely follow-up
- Work with the Director of Member Services to ensure adequate team member goals and incentives are implemented to align with the credit union's strategic plan

Branch Portfolio – Share, Loan and Product Usage

- Be fully knowledgeable of current policy and procedures of the credit union and their relevant impact on the branch portfolio
- Maintain knowledge of mortgage & consumer loan trends, with an eye to protecting the branch portfolio

Credit Union Reputation

- Represent the credit union to existing and potential members and the local community in an open and receptive manner
- Maintain relationships with 3rd party vendors directly or indirectly affiliated with the credit union to ensure proper handling of member activity in conjunction with our internal processes

Facilities

- Represent the credit union in relationships with vendors and technicians to ensure branch functionality
- Regularly check physical site for safety issues
- Regularly review site for maintenance needs
- Work with the Leadership Team to seek qualified repair services within authority guidelines
- Keep branch adequately supplied to ensure no interruption in service
- Represent the credit union in the event of emergency in accordance with Disaster Recovery guidelines

Personal Performance

- Perform all duties in conformance with federal and state regulations
- Maintain work, records, and workspace in an organized manner to ensure timely, accurate service to members, by yourself or others

- Maintain effective communication with all credit union employees and management to ensure coordination and exchange of information for accomplishing credit union goals
- Offer insight to use and functionality of products and services
- Meet annual required training
- Complete specialized training as needed
- Assume responsibility for related duties as required or assigned

Basic Requirements:

- High school education or equivalent
- Proficiency in use of office machines and data processing systems
- Knowledge of credit union share and loan products, policies & procedures
- Specific knowledge of loan & share regulations
- Ability to maintain good working relationships with members, staff and volunteers
- Ability to accurately handle cash transactions and data entry of member information
- Experience or aptitude for working with the public
- Exhibit willingness to help people
- Display an aptitude for learning and accepting new concepts
- Proficiency in oral and written communication skills
- Experience or aptitude for supervising people
- Experience or aptitude for determining needs then providing training and education
- Ability to react calmly and logically in times of crisis or emergency

Physical and Mental Demands:

- Continuous sitting and/or standing for extended periods
- Occasional walking
- Occasional lifting of up to 35 pounds (ex. Receiving cash and supply orders, lifting coin machine bags, and using the drive through window)
- Occasional bending, squatting or reaching
- Frequent use of hands in repetitive tasks such as simple grasping, twisting/turning of wrists; finger dexterity
- Continuous speaking and hearing for interaction with staff, members and outside contacts
- Continuous ability to see close and at a distance
- Continuous interaction with others, repetitive work, attention to detail, ability to solve complex problems, alertness, precision, concentration, accuracy, thoroughness, and memory demands
- Occasional fast-paced work
- Frequent deadlines, flexibility, performing basic and complex numeric calculations, writing, reading, comparing, analyzing, judgment, reasoning, patience and negotiating

**Member Advocate
Support Manager
Job Description**

- Continuous operation of office equipment
- Exposure to potentially hazardous condition, i.e. robbery

NOTE:

Job descriptions are not intended and should not be construed to be exhaustive lists of all responsibilities, skills, or working conditions associated with a job. They are intended to be accurate reflections of those principal job elements essential for making fair wage decisions about jobs.

Cutting Edge Federal Credit Union is an equal opportunity employer. We are happy to provide reasonable accommodation to apply for this position.