



We are looking for a Member Services Supervisor at our Alameda location on Coast Guard Island.

Job Responsibilities:

- Handles member service and teller activities and operational functions as delegated by the Service Center Manager.
- Ensures compliance with applicable regulations, including the Bank Secrecy Act, and Credit Union policies and procedures.
- Provides working leadership, guidance, and training to Member Service Representatives and Tellers and evaluates performance of assigned employees.
- Maintains, controls, and secures vault cash, teller drawers, ATM, and negotiable instruments.
- Ensures members and potential members consistently receive efficient, courteous, and professional service.
- Opens new accounts including Certificates of Deposit and IRAs.
- Interviews loan applicants and processes loan applications.
- Cross-sells Credit Union products and services that will benefit the member.
- Handles non-routine, complex member transactions.
- Assists in monitoring and maintaining branch security.
- Assumes limited responsibilities for the effective operation of the Service Center and staff in the absence of the Service Center Manager.

Job Requirements:

- High School graduate or equivalent
- Supervisory experience in a financial institution
- Proficiency in Microsoft Office
- Excellent customer service and communication skills
- Excellent organizational and time management skills