

**Division:** Alternate Delivery Channels  
**Reporting to:** Senior Manager, Alternate Delivery Channels  
**Career Level:** Manager  
**Pay Type:** Salaried

**Job Overview**

The Manager, Member Service Centre is accountable for leading a team of dedicated employees to deliver excellent member service for existing and new members remotely from our Contract Centre.

**Role**

- Be accountable to run the department as if it is your own franchise delivering on member experience and achieving business results
- Diligently monitor and coach on call handling to improve member experience while incorporating lead generating tactics that increase Share of Wallet
- Collaboratively develop operational strategies and standards that increase Share of Wallet
- Proactively manage all 3<sup>rd</sup> party vendors relations and work together to enhance our abilities with technology
- Be actively involved in bringing the Member Experience Strategy to life through technology
- Be a key partner to Wealth, Business and Retail banking to support business objectives and provide end-to-end service to our membership
- Accurately report on Key Performance Indicators to business partners to support the achievement of organizational objectives
- Lead your team to assist members achieve their short and long term financial goals
- Regularly coach and provide feedback to your team members to enable them to have confidence in what they do, help them grow and drive to excel
- Steward digital enablement and multichannel usage to meet members' needs
- Actively align brand, marketing and member experience to create an overall FirstOntario feel
- Inspire and energize your team
- Celebrate the success of others by recognizing the contributions of committed team members and their achievements
- Align your values with the Mission, Vision and Values of FirstOntario
- Be a role model for FirstOntario's organizational culture by creating a positive impact at every touchpoint with people
- Communicate clearly and respectfully
- Collaborate with your peers to collectively think of innovative ideas that drive business through technology
- Build and utilize working relationships with internal business partners across the organization and external business contacts
- Actively participate in community events as part of FirstOntario's overall commitment to Corporate Social Responsibility
- Utilize Lean methodology to streamline work processes and realize cost and resource efficiencies
- Effectively control allocated budget dollars to assist with achieving the organization's fiscal budget
- Be a change leader as FirstOntario continues to adapt to new and exciting ways of delivering business services

## **Job Description – Manager, Member Service Centre**

- Consider health & safety as a primary concern to ensure the overall well-being of your team and members
- Perform other duties as required

### **Required Skills**

- Have a post-secondary diploma or degree in business or the equivalent of industry experience, along with a strong business acumen and well-versed people management skills
- Be technically sound in every aspect of the operations in the financial services industry
- Be well-versed in the world of customer experience
- Be analytical and detail orientated when it comes to sales reporting, identifying trends and reviewing the way we deliver our services
- Possess a team building leadership style that is effective in coaching, developing, retaining and motivating a team
- Be confident and skilled in taking initiative, assessing requirements, developing plans and taking the lead in making plans a reality
- Demonstrate your process improvement skills in monitoring and enhancing processes that deliver on excellent service
- Be a true leader in every aspect of the word who consistently walks the talk and demonstrates an overly positive attitude
- Be aware of and mitigate enterprise risk factors and ensure compliance with applicable regulations, legislation and FirstOntario policies and procedures
- Be comfortable using a computer particularly MS Office and have a working knowledge of a banking system
- Be willing to work flexible hours including evenings and weekends as the job demands and travel as required

*Accommodations for persons with disabilities are available upon request during the application process.*