

## CAREER OPPORTUNITY

The **General Employees Co-operative Credit Union Limited (GECCU)**, the largest credit union in St. Vincent and the Grenadines is seeking to recruit a qualified and experienced candidate to join its team as Member Relations Supervisor.

### **Summary of Position**

The Member Relations Supervisor will oversee the day to day member relations activities, ensuring exceptional member experiences and efficient handling of inquiries, complaints and transactions. This role is responsible for supervising staff, monitoring service quality and implementing strategies to enhance members' satisfaction and loyalty.

### **Duties include but are not limited to the following accountabilities:**

- Ensures that members' expectations are exceeded and that their requests are attended to in a prompt and courteous manner;
- Identifies opportunities where the credit union could improve operational efficiency and makes recommendations where appropriate;
- Ensures that members' inquiries or concerns are resolved in a timely and professional manner;
- Monitors and evaluates member feedback to identify areas for improvement;
- Monitors and reports on key performance indicators related to members' satisfaction and team productivity;
- Supervises, mentors and coaches the member relations team to achieve performance and service excellence;
- Ensures compliance with the credit union's policies procedures and regulatory requirements;
- Assists with the development and implementation of customer service policies, procedures and best practices;
- Works in collaboration with Senior Management to develop and implement strategies aimed at enhancing member engagement.
- Contributes to the credit union's marketing and outreach programmes.

### **Qualifications and Experience**

- Bachelor's Degree in Business Administration, Management, Marketing or related field
- 3+ years supervisory or team leadership experience, preferably in a financial institution

### **Competencies**

- Member-centric mindset with a passion for delivering exceptional service;
- Strong leadership and interpersonal skills;
- Strong analytical and problem solving skills
- Ability to maintain a high level of integrity and confidentiality
- Ability to communicate effectively both orally and in writing
- Efficient time management and organizational skills;
- Meticulous attention to detail
- Ability to work independently and as part of a team
- Proficiency in Microsoft Office Suite
- Knowledge of credit union's products, services, compliance regulations and industry trends
- Knowledge of customer service procedures and principles

**Remuneration:** Commensurate with qualifications and experience. Benefits package include corporate uniforms, health insurance, pension plan, paid leaves, and professional development opportunities.

Letters of application accompanied with proof of qualifications, resumé and two (2) letters of recommendation should be addressed to:

The Operations Officer  
GECCU Limited  
P.O. Box 1636  
Halifax Street  
Kingstown

The closing date for receipt of applications is December 20, 2024.

**Only applicants shortlisted for further consideration would be notified.**