

Member Solutions Manager

WHO WE ARE:

Good Neighbors Credit Union provides personalized service and support without judgment or assumption. As a non-profit, member owned collaborative we serve through the following values:

- Self-Help
- Self-Responsibility
- Solidarity
- Equality
- Equity
- Democracy
- Honesty
- Openness
- Social Responsibility
- Care for Others

WHO YOU ARE:

The successful candidate will:

- Min. 3 years of customer service experience. Management experience preferred
- Must be extremely independent, disciplined, & resourceful
- Possess a talent for finding a creative plan to our members
- An open communicator and humble collaborator
- Willing to extend radical empathy in your relationships

WHAT THE JOB IS:

- Supervise Collections staff
- Keep delinquency rate within set range by developing strategies to minimize portfolio loss
- Oversee third party collections vendor
- Manage all aspects of collections process and fraud disputes from notification through the claim process
- Design and administer collection processes, policies, and procedures.
- Create and maintain reports and logs

WHY EMPLOYEES LOVE OUR CREDIT UNION:

- Competitive compensation starting at \$58,500 salary
- Paid training (courses, events, conferences)
- Paid Time Off – 4 weeks (prorated in your first year)
- 12 Paid Holidays + Birthday Holiday
- Free Medical, Vision and Dental Insurance for all tiers
- Free Short and Long Term Disability Insurance
- Free Life Insurance
- 401K with 6% Match
- Employee Loan Discount
- Holiday and Annual Bonus

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Also, we use a tool called the Predictive Index in hiring, onboarding and team building. I'd appreciate it if you could take the 20 minute assessment before we speak. There are no right or wrong answers.

<https://assessment.predictiveindex.com/3hL/8d5853f8-8f7e-405b-8f85-b7b116785bd2?type=candidateba>