Call Center Manager

Department: Member Services / Call Center
Reports To: Traci Kelley, Chief Marketing Officer

Position Summary

The Call Center Manager is responsible for leading day-to-day call center operations while fostering a positive, service-driven culture. This role ensures high-quality member experiences, supports and develops team members, and partners cross-functionally to align call center performance with organizational goals.

The ideal candidate is a thoughtful leader who balances metrics with people, brings clarity to complex systems, and builds trust through communication, consistency, and follow-through.

Key Responsibilities

Operational Leadership

- Oversee daily call center operations, ensuring service levels, quality standards, and member expectations are met
- Monitor call volume trends and staffing needs; adjust resources as needed
- Partner with leadership to evaluate and refine call routing, IVR options, and escalation processes
- Identify operational inefficiencies and recommend process improvements
- Collaborate with the Branch Operations Manager to develop a cross-training and schedule so the call center functions more like a 4th branch than a silo.
- Other duties as assigned.

People Leadership & Development

- Lead, coach, and develop call center staff through regular feedback and performance conversations
- Foster a culture of accountability, engagement, and continuous improvement
- Partner with HR and leadership on hiring, onboarding, and retention strategies
- Address performance concerns with empathy, fairness, and consistency

---

Performance Management & Quality Assurance

- Ensure quality assurance processes support coaching and professional growth
- Review call evaluations and performance metrics to identify trends and opportunities
- Balance productivity, quality, and member experience to avoid metric-driven burnout
- Maintain clear, transparent performance expectations for the team
- Develop/update procedures and keep it a “working document.”

Training & Knowledge Management

- Support onboarding and ongoing training for call center staff
- Ensure knowledge resources are accurate, accessible, and consistently used
- Partner with subject matter experts to keep procedures current
- Identify training gaps and recommend improvements

Cross-Department Collaboration

- Serve as the primary liaison between the call center and other departments
- Advocate for call center needs while maintaining alignment with organizational priorities
- Partner with teams to reduce friction and improve handoffs
- Share insights from call center trends to inform broader decision-making

---

Reporting & Communication

- Prepare and present call center performance summaries to leadership
- Translate data into actionable insights and recommendations
- Communicate changes clearly and effectively to the team
- Maintain transparency around goals, expectations, and progress

---

Qualifications

Required

- 3+ years of leadership experience in a call center, contact center, or customer service environment
- Demonstrated ability to lead, coach, and develop teams
- Strong communication and relationship-building skills

Preferred

- Experience in financial services, credit unions, or regulated environments
- Experience leading teams through change or growth
- Experience working with call center metrics and performance reporting

---

Skills & Attributes

- People-first leadership style
- Sound judgment and decision-making ability
- Ability to balance empathy with accountability
- Comfort translating data into action
- Strong organizational and time-management skills
- Calm, steady presence in fast-paced environments

Success Looks Like

- Consistent, high-quality member experiences
- Engaged, supported call center staff
- Clear, trusted relationships with other departments
- Thoughtful use of metrics to drive improvement
- Reduced friction and improved efficiency over time

Why This Role Matters

The call center is often the first—and most frequent—point of contact for members. This role plays a critical part in shaping how members experience our organization every day. The Call Center Manager helps ensure a consistent, positive experience aligned with our values.

Instructions On How to Apply for Position

Fill out an application here https://acrobat.adobe.com/id/urn:aaid:sc:VA6C2:0c55dc5a-974b-41da-ac05-22bd18fcb1a6 and email a copy of your resume to careers@myAUCU.org.