



ST. JOHN'S CREDIT UNION LTD. POST DESCRIPTION

Job Title: Member Service Manager

Organizational Unit: Corporate Headquarters Belize City

Department: Operations/Member Service

Reports To: Chief Operation Officer (C.O.O)

Employment Type: Full Time

ABOUT ST. JOHN'S CREDIT UNION

St. John's Credit Union Ltd. is committed to providing exceptional financial services to our members while maintaining the highest standards of integrity, transparency, and community service. We foster a collaborative work environment that values professional development and ethical practices.

SUMMARY

The Member Service Manager is responsible for ensuring a consistent, high-quality member experience across all branches of the Credit Union. This role provides oversight of member service delivery, actively resolves escalated service issues, monitors branch performance based on member feedback, and leads training initiatives to strengthen service excellence.

The position requires a highly mobile, hands-on leader who can work across multiple locations to drive service standards, accountability, and continuous improvement.

EDUCATION AND EXPERIENCE:

- Bachelor's Degree in Business Administration, Management, or related field
- Minimum of 5 years' experience in customer service, banking, or financial services
- At least 2–3 years in a supervisory or managerial role
- Experience in multi-branch operations is an asset



MAJOR DUTIES AND RESPONSIBILITIES

1. Member Experience & Service Quality

- Ensure delivery of exceptional and consistent member service across all branches
- Handle and resolve escalated member complaints and service issues in a timely and professional manner
- Establish and enforce service standards aligned with the Credit Union's values and strategic objectives
- Conduct regular branch visits to assess service delivery and member interaction quality

2. Branch Performance Monitoring

- Monitor and evaluate branch performance using:
 - Member feedback (complaints, compliments, surveys)
 - Service turnaround times
 - Member retention and satisfaction indicators
- Develop and maintain a Member Service Performance Dashboard
- Identify trends, gaps, and areas for improvement across branches
- Provide regular reports and actionable insights to the COO and Executive Team

3. Complaint Resolution & Escalation Management

- Serve as the central point for escalated member service issues across all branches
- Investigate complaints thoroughly and ensure fair, timely resolution
- Maintain a Complaint Tracking and Resolution System
- Provide root cause analysis and recommend corrective actions to prevent recurrence.



4. Training & Capacity Building

- Design and deliver ongoing training programs in:
 - Customer service excellence
 - Professional communication
 - Conflict resolution
 - Service standards and policies
- Conduct refresher training for branch staff based on identified gaps.
- Support onboarding and development of frontline staff.
- Promote a service culture aligned with SJCU's mission and values.

5. Policy & Process Improvement

- Lead the development, implementation, and continuous improvement of a Member Service Charter, clearly defining service standards and commitments to members.
- Develop and maintain a comprehensive Member Service Manual outlining standardized procedures, service protocols, complaint handling processes, and escalation guidelines across all branches.
- Ensure both the Charter and Manual are effectively communicated, implemented, and adhered to across the organization.
- Conduct periodic reviews and updates to ensure alignment with regulatory expectations, operational changes, and best practices.

6. Stakeholder Collaboration

- Collaborate with:
 - Branch Managers
 - Loans Department
 - Operations Team
 - HR Department
- Ensure alignment between service delivery and operational efficiency.
- Support cross-functional initiatives to enhance the overall member experience.



Key Performance Indicators (KPIs)

- Reduction in member complaints and resolution turnaround time
- Improvement in member satisfaction scores
- Consistency of service standards across branches
- Effectiveness of training programs (measured by performance improvements)
- Quality and timeliness of reporting

SKILLS AND COMPETENCIES

- Strong leadership and interpersonal skills
- Excellent problem-solving and conflict resolution abilities
- High level of professionalism and emotional intelligence
- Strong analytical and reporting skills
- Ability to train, coach, and develop staff
- Excellent communication skills (written and verbal)
- Ability to work independently and travel frequently

Core Competencies

- Member-Centric Focus
- Accountability & Ownership
- Integrity & Confidentiality
- Continuous Improvement
- Team Leadership

Other Requirements

- Valid driver's license and ability to travel between branches regularly
- Flexibility to respond to urgent service issues outside normal working hours when required

Deadline: Tuesday, April 21, 2026

Submit application letter, CV, and 2 professional references and a copy of social security card with subject "Application for Member Service Manager Vacancy" to:

Email: vacancies@sjcu.com.bz