

Special Services Manager - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

Fully conversant with all the terms, limitation, and regulatory compliance issues related to a group of special products and services, such as credit/debit cards (i.e., Visa/MasterCard), IRA's, ATM's, CD's, financial planning, safety deposit box rental, disability and death claims management/tracking
Understands all the internal (organization operated) and external (vendor supplied) operating practices regarding special services and how to get things done in a timely manner
Knows the standard work methods and procedures for each special service and how to overcome service deficiencies when they occur
If fully aware of trends and production-demands on the delivery system and staffs department accordingly
If fully computer literate; is able to operate technology associated with special services

QUALITY OF WORK:

Strives for zero defects related to the selling, issuance, maintenance, discontinuance, renewal, and reporting requirements involved in each special service
Immediately responds to all exception to policy, procedure and/or regulation to insure the organization does not incur any financial loss due to processing defects
Maintains an adequate inventory of negotiable instruments (plastic cards, certificates, etc.) sufficient to meet the anticipated needs over a predefined time period
Maintains an activity log which records volumes of activity, staff productivity and utilization, anticipated change in trends and impacts on the service delivery system in the future

QUANTITY OF WORK:

Determines staffing, work schedules and work activities to respond to the needs of customers in a timely manner
Establishes and maintains an account/staff relationship to insure maximum utilization of staff, productivity, and service-delivery effectiveness
Creates, publishes, and maintains hourly, daily, weekly, monthly and other periodic work schedule that identifies critical activities, required completion times, and exceptions (if any) to schedule
Works with managers in other departments to participate in research, development, launching, and managing new special products/services

LEADERSHIP:

Sets the example for productivity, efficiency and effectiveness within the department
Takes decisive action to resolve problems, and supports staff when encountering indifferent customers, misunderstandings and difficult situations
Gives recognition in a timely manner, and encourages staff to strive for higher levels of achievement
Works with underperformers to correct defects; eliminates poor performers from the work group