

Director, Member Services

The Board of Pensions of the Presbyterian Church (U.S.A.) in Philadelphia offers a robust range of benefits and services to PC(USA) churches, agencies, mid councils, and affiliated employers and serves approximately 65,000 individuals through the Benefits Plan of the PC (USA).

We're currently seeking a Director, Member Services to be responsible for a broad portfolio of customer-facing services, driving Member Services and Customer Engagement effectiveness and operational efficiency in support of service delivery and innovation. Reporting to the Vice President, Customer Engagement and in collaboration with the Plan Operations leadership team, the Director executes a comprehensive Member Services strategy, identifies customer service improvement opportunities through analysis and data-driven insights, and provides strategic direction for daily operations that unify service initiatives across all customer segments and service channels.

Specific Responsibilities:

- Provide effective, daily leadership to the Member Services team by managing individual performance, providing coaching and feedback, and ensuring the team's continued professional development.
- Develop, execute, and refine department strategy that will address current and anticipated requirements of a rapidly changing business environment to enhance productivity and efficiency throughout the Member Services operation.
- Collaborate regularly with Directors and cross-functional leaders to ensure that member services operational priorities are aligned with business objectives.
- Champion customer needs and leverages data to drive decisions and optimize member support and service operations.

The Ideal Candidate Possesses:

- An ability to lead, motivate, and develop staff, fostering a culture of accountability, professional development, high performance, and customer-focus.
- 10 or more years of hospitality, customer engagement, or customer service experience.
- Demonstrated experience building strong customer engagement strategies.
- Reputation for delivering creative and high-quality services related ideas.
- Outstanding communication skills are required to convey business goals, plans, and outcomes.
- The ability to facilitate relationships, inspire collaboration, and create efficiencies in assisting our members.
- An ability, interest and desire to stay current via seminars, industry literature, and formal training and development.
- An ability to effectively work remotely utilizing an uninterrupted internet connection, as required.

We offer a generous benefits package for eligible employees including:

- Medical, dental, and vision coverage.
- 403(b)(9) retirement savings plan.
- Defined benefit pension plan.

- Generous paid time off, including personal leave, sick time, and holidays.
- Employer-paid death benefits with opportunities to purchase additional coverage
- Employer-paid short-term and long-term disability coverage.
- Tuition assistance.
- Discount programs on entertainment, travel, and more.
- Employee Assistance Plan and other health and well-being resources.
- Access to the Board's education and grant assistance programs.
- Satisfaction gained from working for a service-oriented employer.
- Volunteer and other service opportunities in the community at large.

To apply, please visit: <http://pensions.hrmdirect.com/employment/job-opening.php?req=1947719&&#job>

The Board of Pensions is a COVID-19 vaccination required employer. The Board of Pensions of the Presbyterian Church (U.S.A.) is proud to be an Equal Opportunity Employer. We value diversity, equity, and inclusion and do not discriminate based on race, religion, color, national origin, sex, sexual orientation, age, veteran status, disability status, or any other applicable characteristics protected by law.