

Order Number:

NY1475915

Date Job Order Received:

08/29/2023

Number of Openings:

2

Company Name:

Northern Credit Union

Job Title:

Digital Engagement Professional

Minimum Experience Required:

No experience requirement provided.

Job Description:

Digital Engagement Professional - Hybrid in NY We are seeking a Digital Engagement Professional who currently reside in the state of NY only. The Digital Engagement Team at Northern Credit Union is seeking a driven, well rounded, actively engaging, creative team player to join a team of professionals dedicated to improving the lives of our members, their families, and our communities. This individual will be responsible for promoting, educating, researching, growing, and establishing the vision for the Credit Union Digital Banking products and services as well as enhancing the overall experience for members and internal owners by exhibiting versatile, professional, and highly engaging attributes delivering the WOW member service experience in support of Northern's Culture, Mission, Vision, and Strategic Direction. The following essential responsibilities are driven by our vision, As the recognized Standard of Excellence, we humbly embrace the higher expectations and responsibility to continuously improve for the betterment of those we serve. Job Responsibilities: Enthusiastically and proactively leads promotions of Digital Banking products and services to provide guidance and education to members and the organization to maximize the full benefits of the Credit Unions Digital Banking channels. Engages with member facing, Member Engagement and Training, Development and Recruiting teams to improve internal owner approaches to promoting and educating internal owners and members on Digital Banking solutions. Frequent travel to relationship centers to assist and educate members in Digital Banking products. Consistently creates and delivers reports to gauge adoption and growth of our Digital Banking products. Effectively conducts member focused research to understand their needs and how they use our technology to gain insight for future enhancements and to inform marketing and Digital Engagement strategies and decisions. Proactively staying informed of relevant technological advances, best practices, trends, and competitor activities relative to digital products and services aimed to benefit internal owners and members financial lives. Actively analyzes benefits of applications, cost of projects, return on investment, and implementation requirements to justify expenditures and ensure solutions meet the Credit Unions mission and vision. Job Qualifications: A 2 year college degree or completion of a specialized course of study at a business or trade school is required. 2 to 5 years of similar or related experience is required. Must possess exceptional relationship building skills and sound judgment. Excellent verbal and written communication skills. Ability to effectively and enthusiastically present information in both one on one and in group situations. Ability to work effectively in both an individual environment and dynamic fast-paced team environments. Must adapt well to new or non-traditional environments and display a commitment to the community, to increasing member engagement and to Northern's objectives

Job Location:

Remote job

Lowville, New York

Pay:

Starting pay not specified.

Benefits:

No benefits mentioned.

Hours per Week:

Not specified.

Duration:

Full Time, Regular

Work Days:

Not specified.

Shift:

Not specified.

Public Transportation:

Information not provided.

Minimum Education Required:

Vocational Degree

Driver Licenses, Including Endorsements:

Class D (Operator)

How to Apply:

To apply, contact the employer by telephone, or by email:

Phone: Gamble, Natasha (315) 777-8940

Email: dlrecruitingteam@mynorthern.com