

Route 31 FCU
Structured Compensation - Job Description
VP Operations

Data Year: 2023

Prepared On: 05/12/2023

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|--------------------|----------------|----------------------|------------|
| Department: | Administration | Grade: | 15 |
| Reports To: | President/CEO | Classification: | Executive |
| Supervises Direct: | 3 | Supervises Indirect: | 17 |
| Approved By: | | Effective Date: | 01/21/2019 |
| | | Revised Date: | 05/12/2023 |

Role:

To direct the delivery of services to members to achieve organizational sales goals; participate in development and implementation of organizational strategic plans; insure the organization is in compliance with all regulations, with primary responsibility for identifying and communicating deposit related compliance requirements. Participate in the general management of the organization as member of the Management Team.

Essential Functions & Responsibilities:

- E 20% Directs and monitors branch, contact center operations, and internal audit through subordinate managers, to ensure they meet organizational goals and objectives. Monitors product delivery quality and takes action to resolve problems.
- E 20% Hires, reviews, schedules, trains, directs, and monitors the work of direct reports; allocates resources to meet operational needs throughout the organization; reviews and approves, denies, or modifies department recommendations for subordinates.
- E 15% Directs and monitor the Accounting/Contact Center Department to ensure they meet organizational goals. Participates in establishment of annual operational budget and monitor performance to budget throughout the year; establishes annual sales goals (in conjunction with marketing) for deposit products and initiates actions to achieve the goals.
- E 15% Develops, proposes, gains acceptance for and implement deposit program strategy and policy; leads activity related to new product development with respect to deposit programs and products.
- E 10% Ensures the organization is in compliance with all regulations; responsible for compliance issues associated with deposit programs including Regulations B, D, E, Z, CC, and DD.
- E 5% Supports Loan Department as needed to support operations.
- E 10% Directs and monitors Business Development Officer to ensure they meet organizational goals and objectives. Monitors product delivery quality and takes action to resolve problems.
- E 5% Performs other job related duties as assigned.

Performance Measurements:

1. To meet or exceed operational objectives with respect to sales and financial objectives.
2. To maintain a cohesive, highly trained and motivated staff, sufficient to meet the needs of the Credit Union.
3. To monitor, report on and address trends in operations and deposit services.
4. To provide informed, professional and accurate service and support to all members and associates.

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5. To oversee completion of performance reviews within the prescribed time frame.
6. To develop recommendations for cost efficiencies and enhancements to products, pricing, and processes by monitoring trends in operations.
7. To ensure all activities within the department are carried out within the prescribed time frames. To maintain acceptable risk & internal control standards.

Knowledge and Skills:

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| Experience | Five to ten years of similar or related experience |
| Education | (1) A bachelor's degree, or (2) achievement of formal certifications recognized in the industry as equivalent to a bachelor's degree (e.g. CUNA Management School) |
| Interpersonal Skills | Motivating or influencing others is a material part of the job. Outside contacts become important and fostering sound relationships with other entities (companies and/or individuals) becomes necessary and often requires the ability to influence and/or sell ideas or services to others. The role requires a significant level of trust or diplomacy. |
| Other Skills | Must have in-depth understanding of and ability to interpret regulations affecting deposit programs within the Credit Union, including Regulations B, D, E, Z, CC, and DD. Strong supervisory, PC (technology), compliance, leadership, written and verbal communication skills. |
| Physical Requirements | Ability to sit for long periods of time. Ability to spend long periods of time looking at computer screens. Repetitive movement frequently required using wrists, hands, and fingers. |
| Work Environment | General office environment. |

This Job Description is not a complete statement of all duties and responsibilities comprising the position.

Printed Employee Name

Date

Employee Signature