Vice President Operations

The Vice President Operations is responsible for all member service functions of the credit union branch operations, including consumer lending, and operations support. This position evaluates production and service levels and drives CEFCU's branches to achieve exceptional results with consistent delivery of member service. The Vice President Operations plays a key role in our executive team, collaborating closely with other senior leaders to implement innovative strategies, improve operational efficiency, and foster a high performing culture.

Duties and Responsibilities

- Consults with the President/CEO with regard to operational strategy, direction, goals and priorities of the Credit Union.
- Drives branch performance and provides continued direction focused on growth and development of branch operations and branch staff.
- Establishes direction for the Credit Union's consumer lending efforts, driving strategic initiatives, focusing on loan growth, risk mitigation, profitability, and loan quality.
- Monitors and analyzes market trends to identify opportunities for loan product development and growth.
- Utilizes data and analytics to make informed decisions and drive continuous improvement in branch operations, consumer lending and operations support.
- Leads and manages Branch Managers and Operations Support Manager to ensure that they are performing their roles efficiently and effectively, facilitating communication between branches, Operations Support and other departments.
- Ensures that Branch Managers and Operations Support Manager oversee and coach employees on adoption of new products, technologies, and processes to gain maximum service efficiencies.
- Identifies and manages operational and training needs assessments to ensure success, cross-training and coverage for operations is monitored and implemented as needed.
- Provides senior level guidance and support to the branches and Operations Support regarding member concerns, operational questions, risk management, and human resource issues.
- Enforces procedures that ensure the safety and security of branch offices.
- Primary contact for National Credit Union Administration (NCUA) examinations, external audits, and internal audits for branch operations, consumer lending, and operations support, including assisting with other department audits that involve operations and/or directed by the President/CEO.
- Collaborates with other managers and vice presidents with regard to regulations, compliance, audit and fraud.
- Ensures that all branch operations, consumer lending and operations support duties are carried out in compliance with current regulations.
- Reinforces the Credit Union's mission, vision and values by serving as a culture agent, motivating employees to achieve higher standards, and promoting a commitment to providing unsurpassed service.
- Creates and maintains clear and effective policies and procedures that support efficient operations and evolving best practices.
- Reviews and approves invoices and contract renewals for vendors primarily utilized by branch

operations, consumer lending and operations support.
- Performs other duties as assigned.
- Performs all duties in compliance with credit union policies, procedures, and appropriate regulatory statutes.

Qualifications and Requirements

- Bachelor's degree (B. A.) from four-year college or university; or seven to ten years of progressively responsible related experience and/or training; or equivalent combination of education and experience in a banking environment.
- Has strong overall business acumen with an ability to understand the direction, priorities, and goals of the organization.
- Has sound knowledge of marketing, financials, managerial and leadership principles with strong knowledge of operations practices, policies, and products.
- Has strong core operating system knowledge, product knowledge, and consumer lending knowledge, and ensures our operations comply with related regulations.
- Has strong leadership and interpersonal skills, presents a positive and professional image, effectively collaborates with diverse teams, and is successful at achieving results through the efforts of others.
- Ability to motivate or influence others while displaying a significant amount of diplomacy, and building trust.
- Excellent verbal and written communication skills, producing professional communications for a variety of audiences.
- Maintains the highest level of confidentiality and exercises discretionary judgment.
- Working knowledge of various Microsoft Office computer programs, such as Word, Excel, PowerPoint, Visio, etc.
- Valid California driver's license and automobile insurance.
- Must be able to travel to and from Credit Union branch locations.
- Must be eligible to hold the highest level of consumer loan limit authority.
- Must be eligible for Nationwide Mortgage Licensing System registry.
- Must be bondable by the credit union's insurance agency.

Salary Range

- $193,000– $260,000