



Job Description

Operations VP

Revised 01/2023

CATEGORY/STATUS:	Vice President, Exempt
PAY GRADE:	18
LOCATION:	Bothell, WA (Hybrid Flexibility)
REPORTS TO:	CEO
DEPARTMENT:	OPERATIONS
PRIMARY FUNCTION:	Set strategy related to and direct all aspects of Operations, including the Contact Center, Branch Operations, and the Operations Support Departments.

Responsibilities:

1. Create and maintain infrastructure and culture that promote a high level of member service, education, and cross-sales.
2. Recommend new services and existing service changes to improve member experience, efficiency, and effectiveness.
3. Interact regularly with peers on the executive team and department heads to ensure that operational priorities are aligned with organizational strategy and core values.
4. Develop, maintain and constantly assess the structure and staffing levels of all Operations departments. Coordinate, train, develop and maintain a proper internal environment to ensure maximum efficiency in all Call Center and Branch operations functions. Develop leaders at all management levels within the Operations area.
5. Recommend and implement programs, policies, and procedures relating to all areas of Operations. Ensure regulatory and policy compliance in all areas of Operations.
6. Monitor vendor performance and manage vendor relationships relating to Operations. Research, negotiate with, and recommend new vendors and vendor changes. Participate in vendor negotiations to ensure the credit union maintains effective and cost-efficient vendor relationships.
7. Oversee the hiring, promoting, and discharging of all Operations personnel.
8. Other duties as assigned.

Basic Requirements:

- A Bachelor's degree in Business Administration or another industry-related field.
- Ten years of staff supervision experience.
- Minimum of five years of banking Operations management experience.
- Proficient computer and typing skills. This includes fluency with using Microsoft Office Suite (Word, Excel, and Outlook) and a general acumen to learn and use new systems.
- Valid driver's license, proof of insurance and ability to travel between our Puget Sound locations as needed.

Preferred Skills & Abilities:

- A thorough understanding of financial institution (preferably credit union) practices, services, products, and programs, as well as standard procedures and legal requirements.



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- Proven and recent experience with achieving results through department leaders and teams. Ability to use sound judgment in working with assigned staff and possess the ability to train and motivate assigned staff with a clear, common goal.
- Strong communication skills are essential. This includes excellent verbal and written communication skills and a demonstrated ability to effectively present information to the Board of Directors, management, and groups of people.
- Able to be highly effective on a team and as an independent worker.
- Excellent problem-solving ability to use discretion and make sound decisions is necessary.
- Ability to work efficiently with a high degree of attention to detail.
- Must be able to meet deadlines while handling several assignments.
- Ability to analyze data in order to assess trends, create forecasts, budgets and manage staffing levels.

Physical Requirements:

- This position requires manual dexterity, such as lifting items up to 25 lbs and opening and operating office equipment.
- The position most often operates in a clerical office setting. This role routinely uses standard office equipment such as computers, monitors, phones, photocopiers, scanners, printers, filing cabinets, and fax machines.
- This position requires bending, stooping, or standing as necessary.
- Must be able to sit or stand for long periods.
- Must be able to communicate professionally in English, verbally, and in writing.