

# University & Community Federal Credit Union, Stillwater OK

Website Job Posting – dated 8.22.2019 – **Director of Operations**

## DIRECTOR OF OPERATIONS JOB POSTING

Applying his/her experience, the successful candidate will direct the delivery of services to members through Branch Managers, Member Service Representatives and Member Service Manager; 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 a member of the Management Team. Compliance with the Bank Secrecy Act, OFAC and USA PATRIOT Act including accurate completion of CTR, Monetary Instrument Log, following the Customer Identification Program for new customers, monitoring for and reporting suspicious activities to Supervisor or Compliance Officer.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Directs and monitors branch operations, through subordinate managers, to ensure they meet organizational goals and objectives. Monitors product delivery quality and takes action to resolve problems.
- Hires, reviews, schedules, trains, directs, and monitors the work of direct reports; conducts performance reviews; allocates resources to meet operational needs within the department; reviews and approves, denies, or modifies department recommendations for subordinates.
- 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.
- Develops, proposes, gains acceptance for and implements deposit program strategy and policy; leads activity related to new product development with respect to deposit programs and products.
- Ensures the organization is in compliance with operation regulations; responsible for compliance issues associated with deposit programs including Regulations B, E, Z, CC, DD, and oversees the BSA Program.
- Uses loan authority to underwrite loans as needed to support operations.
- Oversees training sessions for all employees to enhance their awareness of the business plan, products and services available.

### KNOWLEDGE/SKILLS/ABILITIES:

- A significant level of trust and diplomacy is required, in addition to normal courtesy and tact. Work involves extensive personal contact with others and/or is usually of a personal or sensitive nature. Work may involve motivating or influencing others. Outside contacts become important and fostering sound relationships with other entities (companies and/or individuals) becomes necessary.
- Knowledge of finance products and services, general market(s) and overall financial industry.
- Develop recommendations for cost efficiencies and enhancements to products, pricing, and processes by monitoring trends in operations.
- Excellent written and verbal communication skills.
- Excellent management, organizational and planning skills.
- Ability to troubleshoot, brainstorm, analyze and solve problems quickly and effectively.
- Solid judgment and decision-making capabilities.
- Ability to effectively present information management, public groups, and/or boards of directors.

### QUALIFICATIONS:

- Associates degree preferred, but not required.
- Five years to ten years of similar or related experience

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**This job posting is not a complete statement of all duties and responsibilities comprising the position.**

**Applicants must complete an online job application at [www.cuintouch.com](http://www.cuintouch.com).**

*Accepting job applications for this posting until August 31, 2019.*