

Job Title	Director of Payments
Short Description	<p>Do you want to be part of a dynamic institution that is one of the fastest growing credit unions in the country? Become a part of the First Florida Credit Union team where our employees create a culture that enables our organization to be among one of the 100 Best Companies to Work For in Florida as designated by Florida Trend magazine for 2013, 2014, 2015, 2017, 2018, 2019, 2020, 2021, 2022 and 2023. In 2016 we won the Best Places to Work in Jacksonville award from the Jacksonville Journal. Our employees are the critical element in fulfilling the First Florida Credit Union mission of being a thriving credit union creating value for members by deepening relationships with current members and engaging with potential members.</p> <p>First Florida Credit Union recognizes the importance of benefits that provide financial security for our employees and their families and is committed to providing a competitive benefits package to eligible employees.</p>
Full Description	<p>Lead the strategies and procedures for the Card Services and Automated Services departments, maintaining a thorough working knowledge of the supporting systems. Manage the portfolio including fees, product design and features as well as strategies to grow and optimize the portfolio. Work closely with Marketing, Information Technology and Operations in supporting our technologies with particular attention to how assigned business lines are supported/impacted via these channels. Review departmental roles and responsibilities to improve efficiency through automation and/or enhanced processes. Develop solid understanding of systems and vendor relationships to provide a solid foundation for portfolio growth and profitability.</p> <p>Lead, develop, and support all direct reports in a manner that supports a fully-engaged, highly efficient, knowledgeable team.</p> <p>Define and manage a product roadmap for the credit union’s payments portfolio; including:</p> <ul style="list-style-type: none"> Debit Cards Unsecured and secured credit cards ACH Wire transfers Faster payments (including FedNow) <p>Develop new payments products, services and enhancements. Work closely with internal and external teams to define project scope, establish estimates, identify challenges and impacted teams. Prioritize the presence and relative importance of key product deliverables.</p> <p>Solicit process and efficiency enhancements from the team and ensure appropriate consideration, feedback and</p>

	<p>consideration of implementation. Identify and take action to improve the department's operating methods and procedures. Partner with team members to define a clear strategy, roadmap, requirements and deliverables including measurable outcomes and key metrics.</p> <p>Manage existing rewards program developing ways to improve adoption and improve rewards redemption.</p> <p>Manage and enhance existing products and payments services in order to maximize consumer engagement thereby delivering enhanced value to the household relationship.</p> <p>Manage strategic vendor relationships, monitor vendor performance and standards; conduct due diligence reviews.</p> <p>Responsible for expanding knowledge base in changing payments environment, developing key metrics for analyzing payments activities to enable identification of trends and either create solutions to identified challenges or identify methods of capitalizing on positive trends.</p>
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., information technology certifications in lieu of a degree).
Additional Comments	<p>Experience & Skills Required: Three years to five years of similar or related experience.</p> <p>Link to apply: https://www.firstflorida.org/about/organizational/careers/first-florida-career-search</p>
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