

Job Title	Project Manager
Short Description	To plan, implement, execute, control and finalize specific projects ensuring consistency with the credit union's strategy, commitment and goals.
Full Description	<p>Position Description</p> <p>Department: Project Management Office Reports to: AVP-Project Management Supervises: None Skill Levels: Level I, Senior</p> <p>Position Purpose</p> <p>The primary purpose of this position is to assist Associated Credit Union in living out its Mission: To offer members financial products that fulfill their needs, service that exceeds their expectations, and relationships that inspire their trust.</p> <p>The primary responsibility of this position is to plan, implement, execute, control, and finalize specific projects ensuring consistency with the credit union's strategy, commitment, and goals. This includes acquiring resources and coordinating the effort of team members and third-party vendors in order to deliver projects within an estimated schedule and budget. The Project Manager is responsible for continually managing and assessing the activities of designated projects and initiatives, communicating status to the AVP of Project Management, and responding proactively with appropriate recommendations or plan changes/modifications to ensure the successful completion of projects.</p> <p>Essential Functions & Core Duties</p> <ul style="list-style-type: none">• Direct and manage the development and implementation of new projects under the direction of the AVP of Project Management and the Project Management Steering Committee.• Define the business problem, project scope, goals, and deliverables of new projects. Identify and validate the key business requirements.• Responsible for assembling project teams, assigning individual responsibilities, identifying appropriate resources needed. Delegate tasks and responsibilities utilizing available skills, capabilities, and resources.• Draft and submit budget proposals, and recommend subsequent budget changes when necessary.• Plan, schedule, and track project timelines and milestones using appropriate tools.• Identify and resolve issues and conflicts within the project team.• Ensure performance and adherence to quality control

testing, user acceptance testing, and software release testing, prior to implementation of new processes and applications.

- Provide regular and thorough status updates to all stakeholders directly involved or having an interest in projects or other initiatives in process. Assess adherence to established timelines and report potential issues that may require modifying the project scope, design, or timelines.
- Proactively manage any change requests related to the working project plans to meet the agreed deadlines. Actively communicate requirement status and escalate awareness to management in order to solve or prevent potential disruptions or delays to the project.
- Establish a post project process to ensure the results and outcomes of implemented solutions and functionality satisfy all requirements and expectations of end users.
- Collaborate cross-functionally with project team members and contractors to understand project components ensuring all pertinent stakeholders are included, engaged, and accept ownership of specific action items.

Other Duties & Responsibilities

- Provides business assistance and guidance as necessary to technical personnel to advise them of capabilities and limitations.
- Maintains in-depth knowledge of Credit Union products and services (rates, pricing, policies, etc.), to provide subject matter expertise to the AVP of Project Management or Senior Management.
- Maintains current knowledge of industry trends, opportunities, channels, products, and services. Must develop a strong understanding of business processes and workflows for the business unit(s), as well as, understanding the underlying technologies supporting business functions.
- Comply with all regulations when performing all job requirements, and stay abreast of updates/requirements of any other compliance or regulatory activities through completion of training courses assigned annually by the Learning and Development Department.

Qualifications

Education: A Bachelor's Degree in Business Administration, Management, Finance, or Information Technology is preferred. PMP Certification is preferred. If no degree or certification, then a minimum of five years of equivalent work experience is required.

Experience: Minimum of three years of credit union or banking experience in project management, product development, process improvement, or managing multiple projects. Must be proficient with the Microsoft Office Suite

(Word, Excel, PowerPoint, Teams, Vizio, and Outlook), and a knowledge of Smartsheet or project management tool is preferred. Knowledge of Jack Henry's Symitar - Episys is a plus.

Core Competencies:

- **Project Management:** ability to develop project plans (including detailed timelines, assigned responsibilities, and manage resources) that lead staff to complete projects on time and within budgetary guidelines.
- **Strategic Focus:** identify and develop needs and strategies that create a better Credit Union for the members and staff. Strong knowledge of the general organization structure of financial institutions and business processes, as well as current knowledge and general understanding of financial products/service advancements and operating trends.
- **Driving Change:** persistently pursue strategic change initiatives designed to meet the Credit Union's objectives.
- **Schedule Management:** ability to effectively setup, coordinate, manage, and revise a schedule involving multiple components.
- **Resource Management:** ability to identify needs and to allocate resources [staff, budget dollars, equipment, supplies, etc.] to ensure effective operating results and cost management.
- **Decision-making/Judgment:** ability to make prudent decisions that are timely, well researched, reflect awareness of impact, and are consistent with ACU's strategic objectives and are in line with accomplishing goals.
- **Problem Solving:** identify problems in a timely manner, research and develop alternative solutions, and resolve problems in early stages. Must be capable of breaking problems into component parts and addressing each individual issue in order to develop an appropriate thorough solution.
- **Communication/Interpersonal Skills:** ability to articulate and present different points-of-views on various business cases and projects with the proven ability to transfer knowledge and effectively present in a variety of formal and informal presentation settings: one-on-one, small and large groups, with Senior Management, team members, and third party vendors.
- **Self-Motivated:** strong work ethic along with an enthusiastic and passionate approach to one's work with minimal supervision. Ability to self-manage timelines and deliverables.
- **Time Management:** effectively prioritizes tasks to use time efficiently and attend to a broad range of activities. Ability to manage projects efficiently and effectively and manage shifting priorities and carry-on through task completion.
- **Teaming:** ability to work well with all levels of personnel from different business units within a team environment to

accomplish objectives and implement applications, products, and services.

- Analytical Rigor: the ability to observe, evaluate, summarize, and apply meaningful data and information in the project management lifecycle across multiple platforms, systems, and functional areas.
- Attentiveness to Detail: demonstrates keenness while exploring the issue or topic at hand as well as issues surrounding it and reasons behind it. Takes thoroughness to a new level and energizes other colleagues to work carefully.
- Member Focused: proficient in anticipating Credit Union needs and taking the initiative to drive solutions in effective value-added ways.

Performance Metrics

- Completion of 3 to 5 projects per year with a Quality Index Score of at least 90.
- Thoroughness and accuracy of research and information used in formulating and maintaining the preferred planning and management model for the credit union.
- Thoroughness of project plans: understanding of underlying issues and challenges.
- Thoroughness and comprehensiveness of business cases.
- Proactive action in proposing effective recommendations to ensure the successful completion of project goals.
- Project success in meeting time, cost, and expected expectations.
- Consistency and thoroughness in quality of work.
- Effectiveness in communicating, coordinating, and executing tasks with diverse business units and support areas.
- Peer and project team satisfaction/feedback regarding quality of support rendered.
- Cooperation/teamwork demonstrated in carrying out team assignments.
- Staff readiness for increased responsibilities.
- Observed attitude/demeanor.

Education	Bachelor's degree in Business Administration, Management, Finance, or Information Technology is preferred
Additional Comments	
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Expiration Date	04/30/2023