

<b>Job Title</b>	Senior Implementation Specialist, Digital
<b>Short Description</b>	<p>We are growing! We have an opportunity for a Senior Implementation Specialist with our Digital Products.</p> <p>This position is responsible for implementing and executing project plans that ensure the member's (client's) seamless transition through exceptional service and technical capabilities to Corporate One's digital products.</p> <p>Candidates in the Columbus, Ohio and Jacksonville, Florida area are preferred; remote employment is also possible for candidates in Indiana, Michigan, North Carolina, South Carolina, and Alabama.</p>
<b>Full Description</b>	<p>About Corporate One:</p> <p>We are a leading wholesale financial services provider to more than 700 of America's credit unions. As a trusted and highly respected investment, funding, and payment solutions partner to credit unions for more than 70 years, Corporate One has developed innovative solutions for credit unions throughout our history. We, along with our subsidiary companies, Lucro Commercial Solutions and Accolade Investment Advisory are committed to our member credit unions and their mission to help their communities thrive.</p> <p>Why Should You Apply?</p> <p>Employment with Corporate One includes being part of a collaborative environment where every individual is part of a team, making a difference to credit unions and the communities they serve. We are dedicated to improving the financial lives of others. You'll enjoy a friendly and casual work environment where personal autonomy, self-initiative, innovative thinking, and continuous learning are highly valued. We are proud to have an average tenure of over 10 years!</p> <p>We are proud to offer:</p> <ul style="list-style-type: none"> <li>•Organizational Strengths: Corporate One Federal Credit Union is one of the nation's largest and most progressive corporate credit unions with more than \$5.9 billion in assets.</li> <li>•Competitive Compensation &amp; Benefits: Corporate One offers competitive compensation, a generous 401(k) matching contribution opportunities and quality health and ancillary benefits.</li> <li>•Work Life Balance: Generous PTO (Paid Time Off) starting with 4 weeks/year and 11 paid holidays.</li> </ul>

- Learning and Development: We provide a full library of online training as well as group and individual training, mentoring, and a coaching forward performance philosophy, all focused toward helping you grow and be successful.

- Additional Benefits Too Cool to Not Mention: Ongoing special events throughout the year, flexible dress code, computer set up provided, tuition reimbursement, wellness program, gym membership reimbursement and more!

Corporate One Federal Credit Union is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, or veteran status.

Want to know more?

Main Responsibilities:

- Facilitates, maintains, and executes consistent and comprehensive processes for product implementations, deconversions, data processor conversions, or mergers using standard project management methodologies.

- Creates project plans and monitors the timeline of all technical deliverables throughout the onboarding stage of a project and will communicate with the member/vendor and implementation team of delays or needs for escalation.

- Responsible for the installation, set up and configuration of designated technical products, performs testing, and validation of proper functionality and processes.

- Participates in meetings to understand and document business requirements.

- Documents, reports, and shares knowledge with credit unions as appropriate in a manner that demonstrates exceptional proficiency, diplomacy, and organizational skills. Establishes effective relationships and communicate frequently with Credit Unions to contribute to a successful overall member experience.

- Establishes and continually maintains operational product documentation such as manuals, procedures, checklists, forms, and test scripts. Ensures that all internal stakeholders are kept informed of changes in a timely manner.

- Develops and maintains an excellent working relationship with other product support departments and vendors to

ensure consistent product delivery.

- Participates in miscellaneous departmental projects (i.e., business recovery, software upgrades

Desired Qualifications:

- Bachelor's degree in business, project management, client service, or related field.

•Minimum of five years of related progressive experience in payment processing, product support and/or operations with a minimum of three years of project management experience. Experience in training and presentation. Experience in Fintech and/or SaaS, is a plus. Strong practical knowledge of Agile/Scrum methodology.

•Excellent communication and organizational skills are paramount and require mental agility. Ability to adapt and communicate complex technical information in layman's terms is important. Detail oriented and can shift between projects as needed. Able to work independently and as part of a team. Excellent time management and strong problem-solving skills.

•Technology: Working knowledge of Microsoft Office Word, Excel, PowerPoint, and Outlook. Knowledge of financial core processor or database structures preferred. Knowledge of networking and API processes.

<b>Education</b>	Bachelor's degree
<b>Additional Comments</b>	To Apply: <a href="https://jobapply.page.link/xLGUb">https://jobapply.page.link/xLGUb</a>
<b>Credit Union</b>	Corporate One Federal Credit Union
<b>State</b>	Florida
<b>Contact Name</b>	Roberta Rayford
<b>Email</b>	rrayford@corporateone.coop
<b>Phone</b>	904-861-6816
<b>Fax</b>	
<b>Expiration Date</b>	01/05/2024