

Job Title	Senior Implementation Specialist
Short Description	<p>We are seeking a Senior Implementation Specialist to join our Product Implementation team. This position facilitates the implementations, deconversions, mergers, data processor conversions for Corporate One’s products and services. Confirms testing and training are complete prior to implementation and ensures timely and thorough communication through the life of projects as well as member satisfaction.</p>
Full Description	<p>Main Responsibilities:</p> <ul style="list-style-type: none"> •Develops, maintains, and executes consistent and comprehensive processes for product implementations, deconversions, data processor conversions, or mergers using standard project management methodologies, and acts as a subject matter expert on the majority of Corporate One’s products. •Develops and maintains an excellent working relationship with other product support departments and vendors to ensure consistent product delivery and plays a role in vendor management for the department to maintain current contacts, facilitate meetings, and assist in performing regular vendor reviews in accordance with Corporate One’s enterprise governance structures. •Establish effective relationships and communicate frequently with Credit Unions to contribute to a successful overall member experience. •Answers incoming calls in a timely manner. Research and resolve a multitude of diverse Tier 2 inquiries and/or works with Member Experience to resolve within established guidelines. •Establishes and maintains operational product documentation such as manuals, procedures, checklists, forms, and test scripts. <p>Desired Qualifications:</p> <ul style="list-style-type: none"> • Bachelor’s Degree and 5 years of related experience. (Note: you may also be considered if you don’t have a bachelor’s degree but have seven or more years of experience). •Experience in payment processing, product support and/or operations. •Attention to detail and organizational skills •Experience in project management, vendor management, training, and presentations •AAP, NCP, and/or PMP certifications preferred
Education	Bachelor degree

Additional Comments

About Corporate One:

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.

Why Should You Apply?

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 10 years!

We are proud to offer:

- 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 and an average staff tenure of 10+ years.
- Competitive Compensation & Benefits: Corporate One offers competitive compensation, a generous 401(k) matching contribution, and quality health and ancillary benefits.
- Work Life Balance: Generous PTO (Paid Time Off) starting with 4 weeks/year and 11 paid holidays.
- Learning and Development: We provide a full library of online training as well as group and individual training, and coaching, 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.

Credit Union Corporate One Federal Credit Union

State Florida

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