

Family Trust Federal Credit Union
Job Description
VP of Electronic Delivery

Role:

This role leads and oversees all aspects of the credit union's products, services, and support via the electronic delivery channels. Assist in creating strategy and responsible for executing on the agreed upon electronic delivery strategy.

Electronic delivery includes but is not limited to: Electronic Branch (E-Branch), Member Support (Call Center), E-Services (Mobile, Online Banking, Audio Banking, Remote Deposit Capture, Bill Payment Systems, Electronic Funds Transfer, Digital Wallet, Wearables & Voice Banking, ATMs, and Instant Issue).

Evaluates the efficiency and effectiveness of the departments and develops specific recommendations for improvements to personnel, sales & service, facilities, products, policies, security, and processes. This includes managing the application, as well as the associated vendors and contracts. Serve as a liaison between staff and our third-party providers to troubleshoot and resolve related member issues. Works as liaison with branch operations to ensure the most successful onboarding process for new and existing members to the online channels.

The VP of Electronic Delivery is responsible for the motivation, development, and supervision of the employees, and for enforcing the policies and philosophies set forth by the Board of Directors and management.

Essential Functions & Responsibilities:

- Ensures systems operations and integrity for electronic and payment areas are performed in accordance with established standards, policies, and procedures.
- Hires, reviews, schedules, trains, 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 from subordinates.
- Manages relationships of vendors, communication and coordination of training and education within organization of associated systems, processes, and applications.
- Works integrally with the Product discipline to ensure delivery channels and applications are focused on gaining efficiencies, simplification, product deployment, and product profitability.
- Works integrally with the Promotion discipline to ensure delivery channels and software fosters effective campaigns that will increase product usage and product profitability.
- Helps to establish service level qualities and ensures their execution
- Monitors all electronic services and works with compliance to ensure they follow established policies, regulations, and laws.
- Provides monthly analysis and reporting to senior level staff and communicates regularly with staff to ensure they are informed.
- Ensure systems security and integrity of processes.
- Project management as required for implementation of products, vendor changes, and strategic initiatives.

- Provide technical support to assist with the maintenance of the disaster recovery and business continuity plans for managed systems
- Implements and maintains the operating policies and procedures of the department.
- Performs other job-related duties as assigned

Performance Measurements:

Direct and lead assigned staff and resources dedication for daily operations. Maintain a cohesive, highly trained, motivated staff enough to meet daily department demands.

Develop and maintain cohesive relationship with departments to assist in execution of delivery strategies.

Manage electronic services to include all ancillary products, system hardware and software, vendor relationships, and related budgets

Manage the efforts of software and approved customization focused on gaining efficiencies, simplification, and product deployment/implementation

Identify and implement delivery channels that align with strategic goals with collaboration from Product and Promotions disciplines

Knowledge and Skills:

Experience Five + years of similar or related experience.

Education A 4-year degree college degree is required.

Interpersonal Skills A significant level of trust and diplomacy is required, in addition to courtesy and tact. Work involves extensive personal contact with others and/or is usually of a personal or sensitive nature. Work will involve motivating or influencing others. Outside contacts and vendors are important and fostering sound positive constructive relationships are a necessity.

Other Skills Ability to organize and prioritize work and meet deadlines. Strong verbal, written and public speaking skills and interpersonal skills. Knowledge of regulations within the credit union industry. Strong word processing skills.

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Experience with Alkami banking software
Senior level vendor and project management experience

Apply at:

<https://recruiting.ultipro.com/FAM1008FTCU/JobBoard/d21e36c0-b891-4754-ba58-ed71e30bdaad/OpportunityDetail?opportunityId=8ca10c97-1c97-4b38-8a17-16324c10e4f5>