

Job Title	Sr. Director of Digital and Operations Transformation
Short Description	The Sr. Director of Digital and Operations Transformation enhances operations and develops and executes plans to optimize processes and technology to keep current with the latest emerging industry trends and member centric approaches. This position will have an in-depth understanding of current operations, processes, systems, technology, and the member/consumer journeys at the Credit Union to assist in enhancing the member experience and driving growth across all channels. This Sr. Director has a digital first focus and recommends innovative technology, leads integration and implementation across systems through collaboration with all business units. This position also manages digital/mobile banking and other key digital products to enhance the user experience and meet their ever-changing consumer expectations.
Full Description	<p>Headquartered in Jacksonville, Florida, and home to miles of unwinding beaches, deep-rooted history, and exhilarating attractions, Jax Federal Credit Union proudly dedicates itself to the credit union's promise of people helping people. Approaching \$600 million in assets, the Credit Union provides open membership to anyone living, working, learning, or worshipping in Duval, Clay, Nassau, Baker, or St. John's County.</p> <p>Jax Federal Credit Union is seeking a Sr. Director of Digital and Operations Transformation who will be an important leader within the Credit Union reporting to the Chief Experience Officer (CXO).</p> <p>The Sr. Director of Digital and Operations Transformation enhances operations and develops and executes plans to optimize processes and technology to keep current with the latest emerging industry trends and member centric approaches. This position will have an in-depth understanding of current operations, processes, systems, technology, and the member/consumer journeys at the Credit Union to assist in enhancing the member experience and driving growth across all channels. This Sr. Director has a digital first focus and recommends innovative technology, leads integration and implementation across systems through collaboration with all business units. This position also manages digital/mobile banking and other key digital products to enhance the user experience and meet their ever-changing consumer expectations.</p> <p>A Bachelor's Degree in Business, Management, Computer Science, or a related field is required. Must have a minimum of 5 – 10 years of leadership experience focused on enhancing processes through core systems, preferably Symitar, and through integration with new digital delivery channels. Must be an initiative-taker with a proven record of improving processes and technology to increase productivity and enhance the member experience. Strong analytic, data focused, strategic, and critical thinking skills are essential.</p>
Education	A Bachelor's Degree in Business, Management, Computer Science, or a related field is required.
Additional Comments	Apply online by visiting: https://www.theapplicantmanager.com/jobs?pos=js479&fs=1.0em

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