

Job Title

Operations Manager

Short Description

Summary of Role: This role is responsible for developing and the overall management of the operations area of the Credit Union with a specific focus on deposit and electronic banking operations. This position will lead the staff who support the operational functions and will possess a strong working knowledge of consumer financial regulations, operational processes and internal controls. Additionally, this position is responsible for process improvement to achieve efficiency, application development and support along with assisting with the achievement of the Credit Union's strategic goals.

Full Description

Our ideal candidate will have experience in developing and the overall management of the Operations area of the Credit Union with a specific focus on deposit and electronic banking operations. They will lead the Team who supports the operational functions and will possess a strong working knowledge of consumer financial regulations, operational processes and internal controls. Additionally, they will be responsible for process improvement to achieve efficiency, application development and support along with assisting with the achievement of the Credit Union's strategic goals.

Essential Duties and Responsibilities

Collaborate with Credit Union leadership to assess and identify company operational needs.

Supervise and oversee Operations Department processes including but not limited to Automated Clearing House (ACH), funds transfer, electronic banking, unclaimed property, mail processing, record retention, NSF processing, year-end reporting, foreign items, item processing, document scanning along with other operational support functions.

Analyze existing processes in order to identify, recommend, and/or implement improvements to achieve efficiencies and meet strategic goals.

Work closely with organizational business units and all levels of management as it relates to credit union applications that crossover between departments.

Oversee and as applicable respond to and resolve member (internal and external) questions/concerns regarding deposit related products, services and operations.

Mentor and coach staff as they work to achieve performance goals. Develop employees to ensure they have the appropriate training and are cross-trained to cover other support operational functions.

Education, Skills, and Abilities:

Bachelor's Degree

3- 5 years of banking/credit union experience in Deposit Operations.

Minimum of 3 years supervisory experience in Operations

Department processes including but not limited to Automated Clearing House (ACH), funds transfer, electronic banking, unclaimed property, mail processing, record retention, NSF processing, year-end reporting, foreign items, item processing, document scanning along with other operational support functions.

Superior communication skills, both written and oral. Excellent interpersonal and customer service abilities. Ability to resolve problems quickly with sound judgment.

Job Requirements

Physical Demands and Working Conditions

Physical Functions:

Physical requirements involve performing general office activities. This role will be required to regularly stand, sit, and talk for long durations. The role will also frequently walk, reach with hands and arms, and will occasionally lift up to 25 pounds.

Working Environment:

Normal climate-controlled office setting with moderate noise

Orlando Credit Union is an Equal Opportunity Employer

As an equal opportunity employer, Orlando Credit Union does not discriminate against any employee or candidate on the basis of age, race, gender identity, gender expression, genetic information, national origin, physical or mental disability, protected veteran status, religion, sex (including pregnancy), sexual orientation, or any other characteristic protected by all applicable federal, state, and local laws.

Education	Bachelor's degree in Business, Finance
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Additional Comments

Credit Union	Orlando Credit Union
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State	Florida
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Expiration Date	06/30/2023
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