

General Information

- Credit Union Name: Robins Financial Credit Union
- Job Title: Vice President of Support Operations
- Location: Robins Financial Credit Union 803 Watson Blvd, Warner Robins, GA, 31093
- Employee Type: Full Time
- Minimum Experience: 10 Years
- Required Degree: 4 Year Degree
- Manage Others: Yes
- **Apply Here** : <https://secure6.saashr.com/ta/6167421.careers?ApplyToJob=604417349>

What You'll Do:

- **Strategic Leadership:**
 - Develop and execute strategies aligning deposit operations with the overarching business goals of the credit union.
 - Collaborate closely with executive leadership to ensure synergy between deposit operations and the organization's strategic vision.
- **Operational Oversight:**
 - Oversee the day-to-day activities of deposit operations, ensuring precision, compliance, and efficiency in transaction processing, account maintenance, and related functions.
 - Design, implement, and maintain robust policies and procedures to guarantee the highest levels of accuracy, operational efficiency, and compliance with both federal and state regulatory requirements.
- **Risk Management:**
 - Identify, evaluate, and mitigate operational risks associated with deposit operations, ensuring strict adherence to industry regulations and internal policies.
 - Implement and manage effective controls and monitoring mechanisms to safeguard member assets and confidential data, contributing to a secure and trustworthy banking environment.
- **Technology Integration:**
 - Collaborate closely with other relevant teams to strategically leverage technology for continuous process improvement within deposit operations.
 - Stay informed on industry trends and emerging technologies, assessing their applicability to enhance member experience and continuously improve deposit operations.
- **Team Leadership:**
 - Provide inspirational and effective leadership to the deposit operations team, fostering a collaborative, innovative, and high-performance culture.

- Play a key role in the recruitment, training, and professional development of staff, ensuring the team remains motivated, skilled, and aligned with organizational goals.
- **Collaboration:**
 - Foster strong collaboration with other departments, including finance, compliance, and member services, to ensure seamless cross-functional operations and a holistic approach to member satisfaction.
 - Proactively engage with executive leadership, contributing to strategic discussions and aligning deposit operations with the organization's overall objectives.
- **Reporting Analysis:**
 - Develop, analyze, and assess key performance indicators (KPIs) to measure the effectiveness of deposit operations and deliver regular reports to the executive leadership team.
 - Implement proactive data-driven strategies based on comprehensive reporting findings to enhance the overall performance and strategic direction of deposit operations.
- **Vendor Management:**
 - Manage relationships with external vendors providing deposit related services, ensuring contractual compliance and cost-effectiveness.
 - Collaborate with vendors to implement and optimize technologies that improve deposit operations, security, and the overall member experience

What You Can Expect:

- We believe in diversity, equity and inclusion in the workplace; accordingly, we welcome applications for employment from all qualified candidates, regardless of race, color, gender, national origin, religion, age, sexual orientation, gender identity, gender expression, genetic information, individuals with disabilities, pregnancy, marital status, status as a protected veteran or any other status protected by applicable law.

Benefits and Perks

- **Employer-Paid Benefits:**
 - Health Insurance (only employee premium paid)
 - Short and Long Term Disability
 - Life Insurance and AD&D
- **Benefits:**
 - Dental & Vision Insurance
 - Health Care and Dependent Care Flex Spending Accounts
 - 401K Plan with match (based on length of employment)
- **Perks:**
 - Generous paid time off- Earn over 3 weeks of PTO during your first year of employment
 - Holidays- 11 observed holidays in addition to paid time off
 - Tuition reimbursement- Up to \$5000 per year
 - Performance based Incentive program

What You Need To Succeed:

- **Education & Experience Required:**

- Bachelor's degree in Business Administration, Finance, or a related field. MBA or relevant advanced degree is a plus.
- Minimum of 10 years of progressive experience in deposit operations within the financial services industry, with a proven track record of leadership.

- **Knowledge & Skills Required:**

- In-depth knowledge of deposit products, regulations, compliance requirements, and industry best practices.
- Strong analytical and problem-solving skills, with the ability to make data-driven decisions.
- Excellent communication and interpersonal skills, with the ability to collaborate effectively with internal and external stakeholders.
- Strategic thinker with the ability to envision and execute long-term goals while managing day-to-day operational challenges.
- Demonstrated leadership experience with a focus on team development and fostering a positive work culture.
- Proficient in using banking software, technology solutions, and Microsoft Office applications.

Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
 - Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, employee is regularly required to sit, stand, and walk; use hands and fingers to handle or feel; reach with hands and arms; talk and hear.
- Must be able to lift and carry up to 20 pounds.
- Vision requirements include close and classroom vision.
- Occasionally required to travel by automobile.
- Occasionally required to work other than normal business hour