

Reference Number:

5725

Job Description:

Our client is a well-respected and established financial/insurance organization - they are looking for a Credit Union Operations Manager for their LA office.

DUTIES:

Responsible for the daily oversight of the Back Office Lead and Card Services department.

Responsible for performance monitoring, appraisals, coaching, feedback for assigned staff.

Execute and oversee Card Services Employee development and training plans.

Ensure that Card Services is in compliance with regulatory, PCI, and all governmental regulations and requirements.

Ensure that Card Services related policies and procedures are current.

Oversee the day-to-day processing of work to ensure all departmental service level objectives are achieved.

Oversee and monitor department productivity. Identify operational improvement opportunities.

Direct service efficiency initiatives and monitor key performance indicators.

Responsible for monthly statistical reporting regarding departmental activities and cardholder usage.

Support the implementation of product and platform enhancements.

Manage card compromise events.

Oversee resolution of card related DNA system issues.

Perform in capacity of Compass Case Owner. Collaborate with the Back Office Supervisor and Call Center Supervisor to promote and gain efficiencies in the areas of member services, staff training, and departmental productivity.

Oversee Back Office assigned statement review responsibilities.

REQUIRED SKILLS:

Experience in conversions - going from one vendor to another is a plus
Project Management experience is also a plus (project owner/planning/coordinating resources)

Experience working on and understanding the operations side of a financial institution is critical

Critical thinking and resourceful

Ability to adapt and shift gears and is ok with owning more than the duties described on their position description

Experience working on the operations side of a financial institution

Advanced Excel and Access

Strong supervisory experience

Technically proficient in bank operations

Strong analytical skills

Management Experience Required

Bachelor's Degree

Experience in conversions - going from one vendor to another is a plus

Project Management experience is also a plus (project owner/planning/coordinating resources)

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Supervises team members that have the following duties: (Total of 15 back office members - 4 are Card Services reps)

Support multiple platforms - One for debit contact, debit transactions, travel notes, credit limits, credit member details

SEND RESUME AS AN MS WORD ATTACHMENT TO diane@dmstone.com