

Operations Manager

Position Information



Code/ID:

Department: Operations

Job Classification: Exempt

EEOC Category: First/Mid Level Officials and Managers

Asset Size: 2026 \$400M-\$600M

Role

Leads and oversees critical operational functions of the credit union, including card services, support center operations, and core operational processing. Ensures consistent, efficient, and compliant workflows while delivering an exceptional member experience across all service channels. Provides leadership, coaching, and direction to team members, while partnering across departments to strengthen processes, mitigate risk, and support organizational goals.

Major Duties and Responsibilities

WEIGHT	DESCRIPTION	ESSENTIAL
40%	Direct responsibility for supervisory functions of the Operations Department, including feedback sessions and annual performance reviews, training, development, and coaching, hiring, and monitoring staff performance and day to day workflow.	✓
20%	Functions as subject matter expert on all functions within the department while leading process improvement projects to increase operational efficiency, improve the member experience, and manage risk. Analyze operational problems and develop procedures for their resolution. Keeps management apprised of all critical issues.	✓
20%	Work with the department teams to develop and maintain processes and procedures. Recommend and implement operational procedures and system utilization that supports the organizations long term strategic objectives and vision as well as the continuous process improvement.	✓
10%	Serve as a key liaison for deposit-related external agencies and vendors. Coordinate and facilitate operational audit requests.	✓
10%	Provide back-up support to department teams, branch staff and other areas of the credit union as needed.	✓
—	Must comply with all company policies and procedures, applicable laws and regulations, including but not limited to, the Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control.	✓

Knowledge and Skills

EXPERIENCE

Two to Five years of similar or related experience, including time spent in preparatory positions.

EDUCATION/CERTIFICATIONS/LICENSES

A two-year college degree or completion of a specialized course of study at a business or trade school.

INTERPERSONAL SKILLS

A significant level of trust, credibility and diplomacy is required. In-depth dialogue, conversations and explanations with customers, direct and indirect reports and outside vendors can be of a sensitive and/or highly confidential nature. Communications may involve motivating, influencing, educating and/or advising others on matters of significance. Typically includes subject matter experts as well as first level to middle managers.

OTHER SKILLS

Ability to analyze and interpret financial and statistical data. Ability to review legal opinions regarding general operations and recommend appropriate action.

ADA Requirements

PHYSICAL REQUIREMENTS

Perform primarily sedentary work with limited physical exertion and occasional lifting of up to 10 lbs. Must be capable of climbing / descending stairs in emergency situation. Must be able to operate routine office equipment including telephone, copier, facsimile, and calculator. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must be able to work extended hours whenever required or requested by management. Must be capable of regular, reliable and timely attendance.

WORKING CONDITIONS

Must be able to routinely perform work indoors in climate-controlled shared work area with minimal noise.

MENTAL AND/OR EMOTIONAL REQUIREMENTS

Must be able to perform job functions independently or with limited supervision and work effectively either on own or as part of a team. Must be able to read and carry out various written instructions and follow oral instructions. Must be able to speak clearly and deliver information in a logical and understandable sequence. Must be capable of dealing calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform responsibilities with composure under the stress of deadlines / requirements for extreme accuracy and quality and/or fast pace. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on both internal and external confidential matters.