



## Job Description

**Title:** Vice President  
**Department:** Information Technology and Payment Systems  
**Reports To:** CEO  
**Schedule:** Monday – Friday, Varies between 7:30 – 5:30  
**Location:** Nonconnah  
**FLSA Status:** Exempt  
**Grade:** 110

### Normal Duties and Responsibilities:

1. Provide guidance, coaching and development opportunities appropriate for direct reports individual needs. Perform all necessary management functions including hiring, performance evaluations, goal setting/review, and disciplinary action as required.
2. Maintain current, relevant knowledge on payment systems, card/plastics, remote banking and information technology practices and regulations.
3. Continue ongoing development, enhancement and monitoring of the credit, debit, ATM and any future card programs to ensure maximum usage, expense control, risk management and optimization of card- related networks.
4. Oversee the operational and innovative aspects of the e-service channel as it pertains to online and mobile banking platforms.
5. Provide direct oversight and strategic direction of the team with the assistance of direct report(s) who will manage daily operations and exceptional delivery of service through the team.
6. Maintain and monitor the efforts of the team to connect payment facilitation with our members' needs.
7. Propose and manage projects that fit within the strategic goals of the organization this includes RFP, bid negotiation and review.
8. Develop and propose budget plans with strategic initiatives.
9. Communicate regularly economic and regulatory trends that could impact the Credit Association.
10. Foster a collaborative and energetic work environment providing employees the training and motivation necessary to live the mission of the Credit Association.
11. Maintain regulatory compliance including Bank Secrecy Act for self and all direct reports.
12. Must have an excellent understanding of the Service Standards and FedEx Employees Credit Association products and services to coach and train staff.
13. Follow and ensure that direct reports follow the CARE Service Standards.
14. All other duties and responsibilities as assigned.

### Minimum Qualifications:

1. Bachelor's degree, MBA strongly preferred.
2. Ten years of management experience in a financial institution, minimum of five years in electronic payments, card services and information technology arenas.
3. Maintain a positive work atmosphere by acting and communicating in a manner that shows confidence, confidentiality and professionalism with members, vendors, coworkers and management.
4. Intermediate Proficiency in Microsoft products including Word and Excel.
5. Experience in strategic planning, goal setting and a proven track record of meeting those goals.
6. A thorough understanding of credit union philosophy and knowledge of credit union rules and regulations.

### Equal Opportunity Employer