

# First Financial Federal Credit Union

## Job Opportunity

**Job Title:** Vice President of Member Experience

**Summary:** The VP of Member Experience is responsible for developing and executing an efficient lending plan and strategy while creating product development and loan promotions. They will also manage the activities and overall direction of the lending department and branches, including member experience/service delivery, profitability, and quality assurance. The position will contribute to the management of the credit union's operations and growth, by providing executive-level strategic leadership and direction, as well as being accountable for development and management of the credit union's lending portfolio. Other responsibilities include maintaining policies and procedures, ensuring branch operations and lending programs are compliant with rules and regulations, and participating in regulatory audits.

### **Essential Duties and Responsibilities include the following:**

- Work with the President/CEO and Senior Management Team to develop Credit Union strategic plans and policies.
- Ensure the success of plans and policies through effective implementation at the branch level.
- Responsible for end-to-end processes within all aspects of the credit union to drive high standards for member experience, quality, timeliness, and efficiency. This includes implementing improvements to processes resulting in operational efficiency, additional sales achievements, risk management or profitability enhancements.
- Build and maintain a high-performing team by selecting, developing, coaching, rewarding, and recognizing team members to ensure high workforce engagement and productivity.
- Develop an aligned sales and service culture which delivers a consistent member experience.
- Lead member services and lending operations in alignment with the credit union mission, strategy, and budget.
- Maintain, manage, and follow policies and procedures to ensure compliance with all credit union and statutory regulations.
- Foster and maintain constructive relationships with members, vendors, and the community.
- Review and monitor contracts with vendors to ensure compliance with terms. Make recommendations to management on vendor or contract changes.
- Approve/deny loans that are processed by lending based on credit worthiness of the applicant.
- Interview applicants, solicit applications for loans, processes, and close loans that are originated. Assist lending with loan requests, processing and closing.
- Oversee the sale of FFFCU lending protection products to members (e.g., GAP Insurance).
- Prepare monthly lending reports that summarize FFFCU activities for the period.
- Oversee accounts that go into bankruptcy and repossession/foreclosure situations.

- Work with auditors/examiners on year-end and comprehensive audits.
- Provide Senior Management with feedback on member satisfaction, member needs, products and services for use in product development and for strategic planning purposes.
- Adhere to security procedures and fraud controls to protect members, staff, the public and assets.
- Maintain knowledge of appropriate state and federal regulations as they relate to FFFCU, including the Bank Secrecy Act and anti-money laundering regulations and directives.
- Work with the management team on the FFFCU Disaster Recovery plan.
- Ensure staff are assigned and complete required job training and compliance courses.

### **Qualifications**

- Bachelor's Degree
- 7 – 10 years' related experience that includes leadership and management of people, deposits, consumer lending and product support and development.
- Detailed knowledge of credit union regulations and reporting requirements.
- Understanding the credit union industry in regard to product and services.
- Leadership - motivates, assigns and assists staff in daily work.
- Excellent writing skills and interpersonal skills in listening and oral communication.
- Teamwork - contributes to building a positive team spirit.
- Strategic thinking.
- Organizational skills.
- Computer proficiency with MS Office, internet, in-house systems and email (MS Outlook).
- Speaks with poise and confidence, using correct English.
- Customer service - responds promptly to member needs.
- Interpersonal skills - maintains confidentiality.
- Demonstrates accuracy and thoroughness.
- Able to communicate with subordinates and members to convey or exchange information.
- Able to make professional presentations to all size groups of any age.

As a First Financial employee, you'll enjoy a challenging work environment and an opportunity to make a difference. We offer paid training and a great benefit package including Medical, Dental, Rx, Vision, Life Insurance, Vacation, Sick, Personal, Tuition Assistance Program and Retirement Plan.

Equal Opportunity Employer/Veterans/Disabled