

Chief Operating Officer (COO)

Job Description

Full-time/Exempt position

Reports to the CEO

Location: Washington, DC

Position Description

Reporting to the CEO, the Chief Operating Officer (COO) is responsible for leading and managing a comprehensive array of the Member Services business units including the Branch, Call Center, Debit Card Services, Digital Experience and Special Projects, while promoting service excellence. The COO will play a pivotal role in overseeing and directing aspects of the Credit Union services and delivery, branch operations and training achieving the Credit Union's long-term objective of serving our members. The goal of the COO is to secure the functionality of business to drive extensive and sustainable growth efficiently.

The COO must be member-oriented, have strong leadership skills and possess the ability to guide and inspire outstanding performance. This position will be a part of a dynamic executive team and will be responsible for contributing to the development, implementation and administration of the Credit Union's strategic goals and objectives. Reporting directly to the CEO and attending meetings with the Board of Directors and Committees, as assigned by the CEO, the ideal candidate will be collaborative, have a high level of professionalism, excellent verbal and written communication capabilities, and great project management skills.

The successful candidate will be able to translate our vision of increased reach, impact, and community development leadership into meaningful and measurable actions. Through ownership, collaboration and innovation, and guided by our mission, the COO provides leadership, management, and vision necessary to ensure the institution has proper operational controls and people systems in place to ensure operation efficiency.

General Responsibilities

- Builds differentiated member experience that strengthens existing relationships and creates new ones
- Champions staff and member engagement through effective leadership and excellent people skills
- Grows and expands electronic access channels and brand equity
- Integrates education into delivery of transactional services
- Manages staff levels and processing efficiency
- Promotes cross-selling efforts to meet target goals among front line positions
- Oversees the in-house call center
- Provides operational support for Service Delivery
- Implements a strong culture of service delivery and sales in a highly professional manner.

Specific Responsibilities – Member Services

1. Develops and implements member service programs (except loans) of the Credit Union. This responsibility includes, but is not limited to:
 - a) Promoting Credit Union membership and services directly to potential and current members
 - b) Evaluating opportunities for new or revised noncredit services for review by the CEO; and
 - c) Monitoring products and services of competing financial institutions and proposing modifications to Credit Union services as necessary.
2. Supervises delivery of services (except loans) to members to meet the following objectives:
 - a) Member transactions are processed quickly and accurately
 - b) Member inquiries are answered promptly and completely; and
 - c) Member transactions are kept confidential.
3. Investigates and resolves member complaints in coordination with appropriate Credit Union management personnel.
4. Approves member disbursements and signs checks within established limits.
5. Trains and supervises employees in proper service techniques to maximize member satisfaction with and utilization of the Credit Union as their primary financial institution.
6. Recommends new and revised operating procedures to the CEO to meet the following objectives:
 - a) Credit Union assets and information are properly protected
 - b) Member files and records are complete and up to date; and
 - c) All activities are conducted in compliance with statutes, regulatory requirements and Board of Directors' resolutions.
7. Promotes cross-selling efforts with target goals.
8. Supervises in-house call center and operational support for service delivery.
9. Serves as Membership Officer, or designates an alternate, to approve new members.

Other

10. Conducts performance evaluations of subordinates, gives feedback and maintains effective two-way communication with employees.
11. Serves as member of the Investment Committee which oversees interest rates and loan/share growth strategies
25. Performs other related duties as assigned by the CEO.

Required Skills and Experience

- An energetic, forward-thinking and creative leader with the ability to drive innovation, specifically regarding service technology, in member delivery in the areas of sales and service. A decisive individual who possesses a strategic focus, as well as an operational and detail-oriented perspective. Qualified candidates must be able to use a collaborative management style that promotes effective communication and teamwork.
- Must have five to eight years of progressive management experience leading to management at a bank or credit union.

- Must collaborate with the Senior Leadership team to develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to accommodate the strategic objectives of the organization. The COO will ensure the delivery of the Credit Union's service culture through the branch, community education, membership development and be directly responsible for the sales cycle.
- Solid focus on understanding our members; the knowledge, skills and ability to seize market-driven opportunity, master change and foster staff development through, mentoring, coaching, and modeling of IDB Global FCU's core values. The candidate will manage departments and programs to minimize risk to the organization and maximize staff efficiency through use of technology.
- Lead a team of sales and service professionals to meet and exceed sales goals and service targets. Additionally, the COO will ensure each department's operational excellence and maintain the highest level of member service resulting in a memorable member experience.
- Master's degree in business or related field preferred – or equivalent relevant experience.
- Demonstrated knowledge of principles of management and administration.
- Proven leadership ability with strong personnel development experience.
- Excellent oral, written and presentation skills.
- Proficient technology skills.
- Demonstrated background leading and managing critical projects.
- Bilingual in Spanish and English is a plus