

Vice President of Operations Job Description

The Vice President of Operations will report to the COO and serve as an integral member of the management team. This is a middle management leadership position providing oversight and direction of loan, deposit and electronic banking operations in addition to contributing to the development of the Bank's operational strategic goals. This position will take the lead in project management and delivery of new business lines and services. This individual will be charged with developing and implementing improved work flow and ensure efficiency and consistency throughout the operations department. This is an outstanding opportunity for a manager with operational experience and a proven track record of change management and problem solving skills. This position includes but is not limited to the following responsibilities:

- Project management including negotiation, vendor co-ordination of new product delivery, product implementation, testing, and rollout and post –implementation servicing.
- Advise the COO or other members of Executive Management on identification and implementation of workflow improvements and departmental procedures.
- Contribute to the development of operational strategic goals and objectives and overall management of the operations department.
- Maintain continuous lines of communication and keeping the COO informed of critical issues.
- Represent the Bank externally, as necessary with core vendor relationships (Jack Henry).
- Provide team development and leadership, oversee and organize the workflow of the operations team.
- Promote a culture of high performance and continuous improvement that values a commitment to quality.
- Monitor staff performance, conduct annual performance reviews and administer salary adjustments, develop goals for individuals, assign accountabilities, set objectives and priorities.
- Mentor and develop staff using a collaborative approach.
- Oversee day to day processes of operations including deposit services, electronic banking, cash management, remote deposit capture, loan servicing, loan collateral, loan origination and office management.

Together with the above duties, this employee will be crossed trained on all aspects of the back room operations to cover duties when needed.