

POSITION DESCRIPTION

DEPARTMENT:	INFORMATION TECHNOLOGY
POSITION REPORTS TO:	VP Information Technology
FLSA STATUS:	EXEMPT
POSITION SUPERVISES:	Yes
COVID-19 Risk Rating	Low-Medium Exposure

POSITION PURPOSE

As a leader of the Digital Operations business unit, your role will be to manage ACCU's digital platform from concept to delivery and production. Specifically responsible for the remote services area including ATM's, ITM's, Online and Mobile Banking platforms ensuring our product offerings bring value to our members through innovative and high-quality digital products to serve their financial needs.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Other duties may be involved. Travel to other locations may be required. Other duties may be involved. Travel to other locations may be required. Show commitment to our company's core values by being member focused; Share the values of our members; Listens, helps, and provides solutions; Builds relationships and strives to make a difference.

1. Continuously seek ways to streamline and improve the member experience. Initiate and lead efforts to enhance our digital banking capabilities.
2. Research digital solutions and services to stay current of future product and emerging industry trends
3. Develop and maintain relationships with existing vendors to build partnerships
4. Collaborate with the implementation team, marketing, and business units in testing and rollout of product enhancements and system changes
5. Support and maintain new development or enhancement initiatives
6. Drive innovation that supports growth and increased usage of ACCU's digital platforms

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7. Conduct market research of existing and new technologies in the digital space and recommend features that encourage member engagement with our Digital platform
8. Serve as project manager/lead on all digital implementations, upgrades, enhancements and training
9. Ensure all digital product roadmaps and platforms align with ACCU's strategic vision
10. Work closely with internal partners to integrate processes that allow our members to use the channel of their choice, seamlessly, across ACCU's digital suite of products
11. Document, communicate and train ACCU team members to improve service to members using digital channels and develop training resources for team members
12. Responsible for budget tracking and reporting on metrics (adoption and abandon rates)
13. Must comply with all federal regulations, including BSA, the Patriot Act, Office of Foreign Assets Control and all company policies
14. Perform other duties as assigned

KNOWLEDGE, SKILLS & ABILITIES

Professional traits frequently demonstrated, consistently align with the organization's Core Values, Service Standards and Core Competencies as displayed on ACCU's Intranet.

Acts as one team, one mission; Strives for clear and effective communication; Displays trust with others and themselves; Understands coming together is the practice, succeeding together is the goal. Embraces diversity.

EXPERIENCE, EDUCATION & CERTIFICATION:

Displays that their development is their success and owns it; empowered to create solutions; Gives their best, to expect the best; actively demonstrates that diversity provides opportunity.

- Bachelor's degree, Business Administration, Product Management, Marketing or related field Knowledge of Industry tools, software applications
- 5+ years in digital banking/product management, digital product development or implementation of digital banking platforms, products and services

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SKILLS/ABILITIES:

- Excellent sense of digital products and services
- Excellent operational skills
- Good analytical skills
- Requires attention to detail
- Ability to conduct focus groups and/or launch surveys
- Decision maker, problem solver, and quick learner
- Excellent communication and writing skills

Professional traits frequently demonstrated, consistently align with the organization's Core Values, Service Standards and Core Competencies as displayed on ACCU's Intranet.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

PHYSICAL STRENGTH:

While performing the duties of this job, the employee is frequently required to remain in a stationary sitting position 75% of the time. The person in the position must communicate constantly with stakeholders and vendors via telephone/electronic channels, and in person, in order to convey information of a highly technical nature. This person will constantly operate computer equipment using a keyboard, 10 touch keypads and other like office equipment to accurately calculate figures and input data. This person may reach on top of high cabinets for items and sometimes position themselves to get under desks and cabinets. The employee is often required to traverse across the office. The employee is occasionally required to climb or balance. The team member will be required to lift or move heavy objects (approximately 25-50 lbs.). Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in an indoor work environment.

While performing the duties of this job, the employee is occasionally exposed to risk of electric shock. The noise level in the work environment is usually moderate.

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MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

Provides excellence through Faith, Family and Community; Connects with the community in anyway, as it is part of the credit union mission and what we do; Invests in the well-being of our communities; Displays a positive attitude and/or seeks opportunities to improve our communities.

REASONING ABILITY:

- Excellent ability to define problems, collect data, establish facts, and draw valid conclusions.
- Excellent ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

MATHEMATICS ABILITY:

- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

LANGUAGE ABILITY:

Ability to read a variety of books, magazines, instruction manuals, atlases, and encyclopedias.

Ability to prepare memos, reports, and essays using proper punctuation, spelling and grammar.

Ability to communicate directly with appropriate pauses and emphasis; correct punctuation (or sign equivalent), and variation in word order; using present, perfect, and future tenses.

Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that

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requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

This Job Description is not a complete statement of all duties and responsibilities comprising this position.

Employee Signature: _____ Date: _____

Printed Name: _____

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