



Operations Manager - Job Description

How We Care for Your Financial Health

You want to work for an organization where you not only have fun but also make a difference. A business that grows as you grow. A place where you can do well by doing good. That's Caring for your Financial Health. And that is KH Credit Union.

Summary:

Our unique team of experts have the privilege of serving the professionals of Kettering Health in many ways. **On the back you will find a list of the most common responsibilities of this particular role.** You know, all that stuff Legal and HR expect us to tell you.

But the most important duty of anyone in any position on the KH Credit Union team is to support each other and our members in any reasonable manner possible. This is what continues to make our work environment a positive one for everyone every day. If you adhere to that you'll be fine and you'll probably find that you enjoy working here for quite some time.

Most of the individuals we have the pleasure to serve are employees of Kettering Health - a not-for-profit network of eight hospitals, Kettering College, and over 120 outpatient facilities serving southwest Ohio. They are committed to transforming the healthcare experience with world class health services for every stage of life.

As a faith-based organization, Kettering Health is dedicated to treating all patients with love and respect regardless of religious preference. Multi-denominational Spiritual Services are offered at the network every day.

To patients, Kettering Health means the best quality of care available in the Dayton area and an experience that puts them at ease. That is the feeling we foster with our members and each other when providing them with Caring for your Financial Health service.

You will find that the team members of KH CU, including our Operations Manager, share the same values as the employees of Kettering Health including providing members with world-class services and an experience that includes love and respect.

The Operations Manager is primarily expected to ensure that all (S)MSRs (both member facing and virtual) follow all policies and procedures to best serve the credit union and its members.

Educational Requirements:

Minimum of 2 year business related degree required. 4 year business related degree preferred but not required.

Experience:

Effective communication skills, ability to build mutually beneficial working relationships with co-workers and peers. Knowledge of office machines, ATM's, and computers. Good aptitude for figures and ability to research complex issues. Previous supervisory experience or minimum of two-years banking experience required.

Duties:

- Provide Caring for your Financial Health service by first welcoming members and visitors in a way that they know they have come to the right place.
- Understanding that making members aware of products and services that are clearly in their best interests has little to do with selling but everything to do with service. To not make a member aware of a product or service that would improve their financial wellness is actually a disservice to the member and KH Credit Union alike.
- Supervise the activities of the teller operations area by assigning work, answering questions, solving problems, helping with complex transactions and sensitive member relations problems. Explain policies and procedures to members as a communication tool
- Maintain an up-to-date and comprehensive knowledge on all credit union products and services that are handled and promoted.
- Participate in the credit union's long- and short-term strategic planning as it relates to branch operations.
- Establish strategic planning parameters and monitor compliance with goals and objectives.
- Assisting with Business Accounts, IRA, HSA, ACH, Drafts, and Wires as needed
- Develop, apply, and evaluate policies and procedures for the department
- Develop and/or assist in the development of training for branch personnel.
- Ensure that safety and security policies are up to date and training is provided on these procedures
- Maintain knowledge of all State and Federal regulations that are applicable to the transactions performed in the teller area.
- Responsible for all member service department personnel. Responsible for hiring, mentoring, performance evaluations, scheduling, and training of these employees.
- Investigate teller losses and institute corrective flow of work and/or corrective disciplinary action where required
- Analyze the work flow on an on-going basis to determine staffing requirements. Oversee work schedules for full-time and part-time employees in the teller area to ensure proper service to members.
- Conduct or assist in conducting market research on industry trends. Recommend programs and projects beneficial to the credit union and its members as a result of research, trends, member satisfaction surveys, etc.
- Responsible for the daily branch/ATM cash operation and adhering to the cash limits
- Approve member exceptions and authorize service fee refunds to members when deemed necessary.
- Hold periodic staff meetings. Identify areas for improvement, changes in procedures, new developments, or changes in services or products. Keep staff up to date on trends and general credit union information.
- Respond to complex or problematic member questions or problems as appropriate and ensure the highest quality of member service and satisfaction
- Assist Executive Management team with ensuring the core system is fully utilized
- Attend Management meetings
- Active member of the Information Security Committee
- Other duties as assigned including an understanding that Caring for your Financial Health grows the credit union, the members' financial stability, and all employees' career opportunities.
- A good attendance is very important. The normal working shift is Monday thru Friday 8:15 a.m. to 4:45 p.m.