

Chicago Municipal Employees Credit Union
Job Description

Title: Director of Operations
Department: Operations
Date: January 2021

Reports To: Chief Executive Officer
Supervises: Branch Supervisor
FLSA: Exempt

Job Summary: Responsible for assisting the credit union president in the overall management of the credit union. Oversees credit union's lending department, including loan growth and product development.

Essential Functions:

- ❖ Assist in directing all credit union operations, which include planning, recommending, and implementing programs and policies and providing general administrative direction.
- ❖ Manage daily operation of credit union and establish office procedures
- ❖ Analyze various statistics and the use of technology in all areas of operation and make recommendations for the efficient operation and growth of the credit union.
- ❖ Ensure that the president is kept fully informed on the conditions and operations of the credit union and all-important factors influencing them.
- ❖ Oversee the lending function through department managers/supervisors
- ❖ Direct the development of a strategic plan and budgets.
- ❖ Monitor adherence to sound credit practices and administration policies and procedures.
- ❖ Responsible for loan product review and design of loan delivery process.
- ❖ Maintain daily contact with management team, providing support, input, feedback, and guidance concerning their daily operations
- ❖ Monitor credit union activity, including number of transactions, volume, teller errors, loan volume, teller and loan personal sales, and new accounts.
- ❖ Develop, implement, and maintain operational procedures to maximize efficiency and quality of work and to provide consistent quality service to members.
- ❖ Evaluate job performance of direct reports to ensure quality of work and service to members.
- ❖ Attend board meetings and report on assigned areas of responsibility as requested by the president.
- ❖ Manage and recommend the purchase of equipment and supplies.
- ❖ Other duties as assigned to accomplish the goals and objectives of the Credit Union.

Qualifications: Bachelor's degree required. Master's degree preferred. Minimum of 10 years' experience in Operations/Accounting function in credit union environment. Extensive experience in managing lending function with proven success.

The responsibilities outlined in this document serve as a general description of the job function. It is not exhaustive in expectations or qualifications and should not be interpreted as such. Further, this document is not to be interpreted as a contract or guarantee of employment.
