



At Pioneer Valley Credit Union, we create an environment where open communication and mutual respect are valued. As we continue to advance in introducing new technologies to our members to satisfy their financial needs and offer the modern conveniences for today's discerning consumer; we continue to embrace the warm interaction for which credit unions are founded. Our employees are committed to a strong set of values and member service philosophy, dating back to the opening of our doors in 1923.

We strive to add value to our member's lives by providing them with fast, easy and convenient service. *The Credit Union Philosophy of "People Helping People" is and will always be our main priority.*

Job Title: **VP of Deposit Operations and Payment Strategy**

Job Status: **Full Time - Exempt**

The primary function of **VP of Deposit Operations and Payment Strategy** is to direct the back office operations of the organization in the areas of deposit operations functions, item processing, debit card services, digital payments and digital services.

VP of Deposit Operations and Payment Strategy responsibilities include but are not limited to:

- Managing and monitoring back office functions, electronic services, card services, and ATM network services.
- Supervising product delivery including debit card program, courtesy pay program, digital banking services, payment services, Item and EFT/ACH processing, share draft processing, wire services, and communication and mail services.
- Overseeing the delivery of ATM services.
- Developing strategies to serve members, including digital processes enhancements.
- Creating payment product performance measurements comparing dynamics and trends, member perception and behavior, and transaction patterns.
- Ensuring efficient back office tasks by driving a process improvement culture.
- Implementing methods to reduce fraudulent activity amongst PVCU product offerings.
- Managing the activities of the BSA Officer, while monitoring fraud disputes, risk management, quality assurance review initiatives, IT security, vendor management, record management, IRA records, IRS reporting, escheatment reporting and including administrating risk assessments.
- Training, conducting performance reviews, and mentoring department staff.
- Assisting in the preparation of Credit Union's short-term and long-range plans.
- Establishing a budget of operations that ensuring that budgeted goals and cost objectives are met.

Knowledge, Skills, and Abilities for the **VP of Deposit Operations and Payment Strategy** include, but are not limited to:

- Bachelor's Degree in a related field of study preferred
- Minimum of five years in variety of credit union or banking similar or related operations functions and familiarity with and understanding of regulatory requirements
- Demonstrated ability to lead, direct, and motivate a diverse workforce, management experience required
- Working knowledge of state and federal credit union compliance, regulations and policies and procedures is preferred



Dedicated to Delivering...

Please send your resumes to HumanResources@pvcu.org