



## **Excel Federal Credit Union** **Job Description**

**Position:** Chief Operations Officer (COO)

**Scope:** Recommends and participates in the development of organizational policies and exercises decision-making authority within established policies as approved by the CEO/President and the Board of Directors. Plans, organizes, directs, and coordinates staff, programs, and activities to ensure organizational objectives are achieved and member needs are met. Maintains effective internal and external relationships. Provides leadership that promotes efficient and productive operations and supports the continued growth of the credit union.

**Authority:** Reports to the CEO/President

### **Essential Duties and Responsibilities:**

- Serves as acting CEO/President during the CEO/President's absence.
- Plans, develops, and recommends policies and programs for CEO/President approval that further the objectives of the credit union.
- Keeps the CEO/President fully informed of credit union conditions and operations, including significant factors influencing performance.
- Attends all meetings of the Board of Directors.
- Establishes and maintains an effective organizational structure for the credit union and its branches.
- Recommends changes to the organizational structure to the CEO/President, as needed.
- Directs and coordinates approved programs, projects, and major activities of the credit union.
- Oversees personnel actions, including hiring, promotions, and terminations, subject to CEO/President approval.
- Promotes maximum staff utilization and productivity by defining responsibilities, establishing performance standards, conducting performance evaluations, and recommending competitive compensation adjustments. These activities may be delegated to key personnel; however, ultimate accountability remains with the Chief Operations Officer.
- Develops, recommends, and manages an annual operating budget.
- Ensure that all funds, physical assets, and other properties of the credit union are properly safeguarded and administered.
- Assists and collaborates with the Supervisory Committee, examiners, and internal auditors in connection with audits and examinations.

- Serves as the executive lead for the research, development, and implementation of new products, including product mix, strategy, market segmentation, and pricing.
- Leads research initiatives and related projects, with staff support, on topics identified as important to the membership or as requested by the CEO/President.
- Develops educational programs to advance member knowledge and awareness in personal thrift, budgeting, family finance, consumer affairs, and other relevant topics, consistent with the credit union's education objectives, budget, and goals approved by the CEO/President and the Board.
- Directs the planning, organization, and implementation of membership promotion and retention programs; evaluates results; and recommends policies, procedures, and actions to achieve membership goals.
- In partnership with the CEO/President, plans, promotes, and administers all official credit union meetings.
- Maintains ongoing executive education to stay informed of emerging ideas and approaches that enhance operational efficiency.
- Shares responsibility with the CEO/President for all phases of credit union operations.
- Is accountable to the CEO/President for the administration of the activities described above, including the appropriate interpretation and fulfillment of all functions, responsibilities, authority, and relationships.
- Serves as liaison to staff committees and facilitates communication between the committees and the CEO/President.
- Maintains professional relationships with associations, government entities, service organizations, and vendors, as appropriate and consistent with organizational objectives.

**Personal Requirements:**

- Bachelor's degree preferred; or eight (8) to ten (10) years of operations experience.
- Ten (10) or more years of progressive retail management experience, with a demonstrated record of increasing market share and a thorough understanding of retail and commercial deposit and lending products.
- Demonstrated ability to develop and promote new products, services, and departments.
- Thorough knowledge of credit union policies and procedures.
- Strong interpersonal skills, with the ability to interact effectively and professionally with members, staff, and external stakeholders.
- Demonstrated ability to supervise and develop staff effectively.