

POSITION DESCRIPTION NOTE: The following data is intended to convey information relevant to an objective evaluation of this position and is not an exhaustive list of the skills, efforts, duties and responsibilities associated with it. Position responsibilities and necessary skill sets are subject to change, at any time, based upon S3 or Business Partner needs.

A. POSITION PROFILE

Job Title: Director, Deposit Operations

Department: Operations

Location: Linthicum, MD

Reports to: Senior Director Operations

B. SCOPE OF POSITION

This position will lead operations by developing and implementing strategies to ensure attainment of service level agreements and credit union partner initiatives.

The primary goal is to lead a world class deposit operation service center while maintaining great business relationships with the partner credit unions in extraordinary communication, service delivery, process improvement and automation.

S3 has a commitment to excellence and the highest standards of member service. Our values and beliefs are critical to the success and growth of the business and they were all created with a unique cultural foundation.

The Director, Deposit Operations will have oversight of ACH, Wires, Debit and Credit Card Services, Account Maintenance, Deposits, Loan Payments, IRA Servicing, Descendant Processing, Levies/Trusts/Subpoenas/Garnishments etc.

C. PRIMARY RESPONSIBILITIES/ACCOUNTABILITIES

- Develops an operational strategy that addresses the needs of our Partners and members.
- Directs all operational activities to ensure proper resources and processes are in place to deliver best in class services and solutions.
- Optimize operational effectiveness through automation, continuous improvement, work-flow modification, and cost containment.
- Prioritize objectives and implement strategies to achieve company initiatives as part of the leadership team.
- Drive collaboration across the organization and with credit union partners to set strategy, identify needs and scalable solutions,
- Trouble-shoot and resolve internal or external member issues within S3 deposit operations or through escalation in a timely manner.

- Represent the partner credit unions in a professional and friendly manner by meeting and exceeding their member service standards.
- Coach, motivate, reward, recognize and ensure continuous learning and development of direct reports. Manage human resources issues including hiring to performance issues.
- Monitor and transform daily activities to ensure compliance with all operational policies and procedures, regulations and security.
- Manage high volume operations and navigate continual productivity
- Meet and exceed all SLAs defined for all functions and processes.
- Support conflict resolution process; actively manage the escalation process
- Identifies problems and sources of problems, formulates solutions, and implements corrective action
- Perform other functions as required by the Sr. Director, CEO and/or the partner credit union liaisons

D. QUALIFICATIONS/ABILITIES

- BA/BS degree in Business or related field
- 10 years of bank operations experience with knowledge of check processing, ACH, wire transfers, card services, Reg E required
- Experience working in an institution of \$10B or more in asset size preferred
- Direct experience working with Consumer Financial Protection Bureau (CFPB)
- 5 years executive leadership experience with the ability to coach and mentor staff
- Proven ability to engage, develop and cultivate positive relationships with internal and external customers
- Experience with Microsoft office is required
- Proven experience in strategic and critical thinking
- Proven track record of successfully motivating and training others
- Prioritize workload based on mandatory requirements and member service level agreements.
- Ability to work in fast paced operation handling high volume, multiple channels, and functions.
- Excellent problem resolution and process improvement skills.
- Strong analytical skills required with a high degree of accuracy.
- Ability to work flexible hours as needed
- Ability to multi-task in other areas of the unit
- Positive attitude and team-oriented
- Highly articulate
- Excellent written and verbal communication skills

S3 Leadership Competencies

Communicates Vision & Purpose

- Shares a compelling vision that motivates employees to take action, reinforces S3's purpose to employees and translates that purpose into clear priorities for the team

	<ul style="list-style-type: none"> • Communicates to employees their impact on the company’s overall success, makes employees feel their work is important • Serves as a role model and leads by example
<p>Inspires Trust</p>	<ul style="list-style-type: none"> • Practices transparency, shares important information people need to do their jobs well • Speaks about people as if they were present, avoids disclosing confidential or private information • Demonstrates a propensity to trust others, extends trust abundantly to those who have earned it and conditionally to those who are earning it • Is widely trusted, is seen as direct and truthful, admits mistakes and doesn’t misrepresent him/herself for personal gain • Confronts real issues, and can present the unvarnished truth in an appropriate and helpful manner, keeps focus on results and accountability
<p>Masters Conflict</p>	<ul style="list-style-type: none"> • Actively confronts and manages conflict situations, probes to reveal disagreements and sees them as opportunities to improve understanding and team cohesiveness • Reads conflict situations quickly and can choose the most useful approach for resolving conflict with the least amount of costs or negative consequences • Appreciates different conflict handling styles, seeks to understand other points of view, can distinguish between concerns and positions during collaboration • Can hammer out tough agreements without being too firm or overly flexible • Can find common ground and settle disputes equitably
<p>Achieves Commitment</p>	<ul style="list-style-type: none"> • Creates an environment where work is fun, and people want to do their best • Can motivate direct reports, team or project members • Can assess an individual’s motivators and use them to get the best out of him/her • Empowers others, invites input from each person and shares ownership and visibility • Seeks and gains buy-in from key internal and external stakeholders • Leverages a variety of interpersonal skills to gain support and navigate sensitive political situations
<p>Leads with Emotional Intellect</p>	<ul style="list-style-type: none"> • Works well with all kinds of people, up, down, and sideways, inside and outside S3 • Can identify, consider, and control emotions in oneself as they happen • Suspends judgement to think before acting on impulses, uses emotional self-awareness to stay flexible, make choices, and direct behavior in a positive way • Can recognize, monitor for, and evaluate emotions, attitudes, and motivators of others • Develops and maintains strong working relationships and networks, can find common ground and build rapport • Uses diplomacy and tact; can diffuse even high-tension situations comfortably