



## AVP – Product Management

<b>Department:</b>	OPERATIONS
<b>Reports To:</b>	VP / Chief Operations Officer
<b>Classification:</b>	Exempt, G14
<b>Pay:</b>	\$95,643.81 (min.) - \$119,554.76 (mid.) - \$143,465.71 (max.)
<b>Type:</b>	Full Time
<b>Location:</b>	Glendora, CA

### Major Duties and Responsibilities:

- Develops and executes strategic deposit product plans inclusive of all new and existing products and services, including their design, development, implementation and roll-out.
- Critical Thinking to evaluate, present and execute key strategies and objectives
- Research new and existing deposit products. Monitors industry trends, including researching competitor practices and pricing, member needs, and available technology/ platforms. Undertakes research projects and creates focus groups, as necessary.
- Manage budget, costs and business case parameters to ensure effectiveness and goal achievement.
- Develops and executes a strategic product plan while maintaining, and fully understanding product descriptions, including how the products work from start to finish from the Marketing, branch, back-office, and reporting perspectives.
- Participates in establishing annual goals and objectives for each product and develops management reports to track process on a timely basis.
- Assesses needs and opportunities for new products and positions products within the philosophy of America's Christian Credit Union and context of participation. This is done using product roadmaps that further ACCU's mission and strategy.
- Passionate about user experience and price optimization, increase revenue, manage risk, and enable credit union growth.
- Responsible for effective product communication and knowledge.
- Work with all levels of management and staff in product development, as well as with internal departments on issues related to evaluation, implementation, launch, marketing, and ongoing servicing. This includes close collaboration of all enterprise stakeholders,
- Provides recommendations to management on product pricing strategy and develops methods to track the progress of recommendations that are made.
- Initiates 3rd party/vendor relationships as they impact deposit product development.
- Completes/ coordinates year-end required government reporting as required.

2100 E. Route 66, P.O. Box 5100, Glendora, CA 91740 | [www.AmericasChristianCU.com](http://www.AmericasChristianCU.com)

This credit union is federally insured by the National Credit Union Administration. Added savings protection provided by American Share Insurance (ASI) on qualifying member's accounts in excess of that provided by NCUA. ASI is a credit union owned-share guaranty corporation.

## Expectations:

- Ability to understand the technical and theoretical concepts of software programs and ability to apply them to the ACCU's current environment.
- Advanced analytical skills, ability to determine areas in need of improvement and the ability to find and implement actionable solutions.
- Ability to deal with complex problems involving multiple facets, variables, and situations where only limited standardization exists.
- Excellent verbal and written communication skills; ability to communicate across a broad base of internal customers, external customers, and third-party vendors.
- Excellent organizational and time management skills with the ability to multi-task.
- Ability to work with minimal to no supervision while performing duties; ability and initiative to organize various functions necessary to accomplish department activities or goals and be a strong team player.
- Advanced Power BI and Excel skills.
- Ability to articulate ideas into action steps
- Adhere to the principles and requirements of all applicable laws and regulations relating to your position and your ACCU employment, including but not limited to the Bank Secrecy Act (BSA), the anti-terrorism procedures of the Office of Foreign Asset Control (OFAC), and the Anti-Money Laundering (AML) provisions of the USA Patriot Act.

## Essential Functions:

- Ability to perform duties as outlined under "Major Duties and Responsibilities."
- Ability to communicate clearly and to be understood.
- Ability to stand increments of four hours.
- Ability to deal with sensitive and confidential information.
- Ability to work Saturdays or after normal business hours.
- Ability to lead and manage team(s)

## Qualifications and Educational Requirements:

- Bachelor's degree required; or a minimum of five to seven years of successful product experience in a bank or credit union environment.
- Direct Experience with MeridianLink, and Fiserv Products.
- Excellent listening skills.
- Must be able to detail product design parameters.
- Expert Microsoft productivity tools user (Word, Excel, PowerPoint Project, Outlook)
- Other desired qualifications
  - Project management experience preferred.
  - Ability to develop complex partner and vendor relationships when required.
  - Digital expertise

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**Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel classification. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

**ADA Compliance Statement:**

In compliance with the Americans with Disabilities Act (ADA), ACCU stands ready to accommodate any qualified employee with a disability who can perform the essential duties of their position, as long as necessary accommodations for that employee's disability don't cause an undue burden to the credit union.

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