BRIDGEVIEW BANK GROUP

JOB DESCRIPTION

Job Title	VP of Operations		
Reports to	COO	*EE Type*	E - Band 7

POSITION PURPOSE

Provides leadership, coaching, and training. Responsible for the strategic direction of a comprehensive program that measures and monitors Operations functions and compliance. Links business needs to performance strategies, enhancing individual and organizational productivity. Works collaboratively with Bank leaders to drive Quality Assurance.

COMPETENCIES

Communication

Good listening skills; asks questions to ensure understanding. Explains reasoning behind own opinions. Shares knowledge, demonstrates openness and honesty. Writes and speaks effectively, states own opinions clearly & concisely. Communicates complex/difficult messages in simplified terms. Uses a professional approach when communicating to others. Conveys ideas and facts orally and in writing - using language the audience will best understand. Articulates vision, motivates others to work towards achieving goals.

Cooperation & Teamwork

Works harmoniously with others to get the job done, responds positively to instruction or procedures. Shares critical information with everyone involved in a project or work duty. Helps to set a tone of cooperation within the work group. When appropriate facilitates discussion before decision-making process is complete.

Diversity

Treats all people with respect; values diverse perspectives. Shows sensitivity to individual differences. Participates in diversity training initiatives Values and encourages unique skills and talents; seeks and considers diverse perspectives and ideas. Values and encourages unique skills and talents; seeks and considers diverse perspectives and ideas.

Initiative & Work Ethic

Takes personal responsibility for the quality and timeliness of work, and achieves desired results. Adapts to changing business needs, conditions, and work responsibilities. Builds and maintains customer satisfaction with the products and services offered by the bank. Earns others' trust and respect through consistent honesty and professionalism in all interactions. Displays commitment and willingness to do what it takes / drive to excel Focuses on results and desired outcomes and how best to achieve them. Gets the job done. Maintains composure in highly stressful or adverse situations.

Strategic Thinking

Offers advice and creates plans based on analysis of issues and trends and how these link to the responsibilities, capabilities and potential of employees and the bank. Positions the bank for success; shows creativity when defining solutions. Skilled decision maker, strategic thinker, motivates others to achieve desired results. Empowers others, but willing to make tuff decisions when required. Strategically manages project details, holds project owners accountable, and delivers results. Current understanding of technical processes/equipment uses technology to increase performance/productivity. Challenges conventional practices, adapts established methods for new uses, and creates solutions to problems thru the use of new technology.

Management Leadership

Align people, work, and systems with the business strategy to maximize employee engagement. Aligns team and systems with the bank's strategy; helps others identify key goals and use their talent to achieve goals. Promotes year-round performance feedback, ensures that direct reports have the support and tools to meet bank objectives. Engages employees in developing goals, executing plans, and delivering results. Uses negotiation skills and adaptability to collaborate success of outcomes. Applies effective conflict management strategies to assist in resolving complex or sensitive disagreements and conflicts with a positive outcome.

PRINCIPLE ACCOUNTABILITIES

- Develops and defines goals and objectives for direct reports.
- Responsible for Bank Operations, Compliance within area of responsibility, Retail Operations and Cash Management.
- Establishes policies, standards and processes that directly support the objectives of the bank.
- Develops and implements extensive training initiatives across all departments for better coverage, product knowledge and employee expertise.
- Defines and maintains agreed upon targets, metrics and reporting that measure Quality Assurance and can be used to drive improvements.
- Serves as a leader; integrates Quality Assurance and Compliance into critical processes.
- Provides oversight and monitoring of third-party service providers to ensure quality objectives are defined and met.
- Approves various transactions outside established staff guidelines in a manner that minimizes risk of loss to the bank.
- Primary contact for all Correspondent Banking relationships.
- Collaborates with other bank departments to ensure quality and compliance of products and services.
- Trains and monitors adherence of bank compliance (Reg. E, Reg. CC, Reg. D, etc.).
- Continually updates Operational knowledge by attending courses/seminars.
- Performs other duties as required.