



# Denver Municipal Federal Credit Union

Job Description: **1030**  
**Vice President of Member Services**

Date: April 1995

**Reports to:** President

**Objective:** To lead, direct and supervise the operation and administration departments of the credit union. To develop and implement procedures for efficient credit union operations and quality member services. To maintain compliance with all state and federal regulations relating to credit unions. To coordinate, control and audit credit union operations.

**Essential Responsibilities:**

1. Develops, modifies and implements credit union operating policies and procedures. Researches new operating strategies to enhance the profitability and service to members. Establishes the overall standards for operating efficiency.
2. Monitors credit union operations. Audits cashiering activities, identifies needs and corrects problems, and establishes procedures to ensure proper internal controls.
3. Acts as a primary security officer for the credit union and supervises designated security officers for all locations and operations.
4. Supervises and develops an effective and efficient staff: conducts training, performance appraisals, merit reviews and develops performance standards for staff.
5. Reviews management reports in conjunction with accounting/data processing. Reviews and interprets financial reports, and provides management reports relating to member service operations.
6. Acts as Compliance Officer for the credit union. Disseminates information and develops and implements procedures for regulatory requirements.
7. Works with the management team to develop a network to effectively inform and educate staff.

Job Description: **1030**  
**Vice President of Member Services**

8. Participates with the Board of Directors and management in the planning process to identify, establish and routinely review goals and objectives.
9. Performs other related duties, including special projects, as required or requested.

**Qualifications:**

**Education/Experience:** Bachelor's Degree in Business or National Credit Union Institute Certification with the equivalent in recent and related work experience, and five (5) or more years of recent and related experience. Must be able to work flexible hours. Demonstrated supervisory and development experience. Demonstrated willingness to participate in technical and professional development seminars, training and education as required. Must be bondable.

**Performance:** Demonstrated experience performing in compliance with established human resource and departmental policies regarding: attendance (absences, tardiness, sick leave and vacation use, and other scheduled or unscheduled absences); dress code; customer/member services; safety; security, disaster and other policies procedures and practices. Demonstrated effective and diplomatic oral and written communication skills. Performance is limited to the scope of essential duties and responsibilities.

**Physical/Environmental Characteristics:** Essential duties are performed in a general office work environment and regularly require sitting at a work station/desk while completing paperwork or using computers, calculators, copiers, fax machines and other business office machines and equipment. Essential duties may also involve: occasional kneeling, squatting, bending, walking, crouching, stooping and lifting up to 30 pounds to stack, store supplies or various office equipment, as directed. **Compliance to security and safety procedures, including use of Personal Protective Equipment (PPE), is required.**