

## **VP Branch Operations & Communications**

Los Angeles Police Federal Credit Union (LAPFCU) has an exceptional career opportunity for a talented professional. Founded in 1936, LAPFCU has 43,000 members, \$748 million in assets and has been honored four times as being among the “*Best Places to Work*.” We offer an exceptional compensation and benefits package, as well as a rewarding work environment.

### **POSITION PURPOSE & SUMMARY**

The primary purpose of this position is to assist Los Angeles Police Federal Credit Union deliver on its mission “to enhance the quality of life for the Los Angeles Police Department family by serving as a trusted partner providing rewarding financial solutions through exceptional service.” One of the primary means to achieve this end is to develop a highly effective team of employees and developing each employee to their highest potential through coaching and demonstrated leadership skills. Responsible for ensuring that outstanding service is delivered to both internal and external members. A key component of this service to external members is to ensure each employee identifies members’ financial needs and suggests appropriate Credit Union solutions. Manages the Branch Operations Manager to ensure achievement of sales goals, including but not limited to, desired levels of product penetration. Responsible for ensuring the delivery of our Service Promises and maintaining the credit union's Quality Service Standards in every situation.

Responsible for organizing, planning, controlling and directing all aspects of the Credit Union’s member service branch operations as well as the activities of the telephone center. Develops and/or implements corporate lending and branch operations policies and procedures. Responsible for the prudent management of branch services and telephone center to maximize profits, growth and quality service. Approves and denies loan applications that exceed the loan limits of subordinates.

As a member of the management team, one of the primary means to achieve this purpose is to also develop a highly effective team of associates and develop each associate to their highest potential through coaching and demonstrated leadership skills. Responsible for ensuring that outstanding service is delivered to both internal and external members.

This position is responsible for ensuring that all associates in their functional area understand the importance of complying with internal control procedures.

Demonstrates and maintains an up-to-date knowledge of and ensures on-going compliance with applicable regulatory requirements, such as BSA, OFAC, CIP, and internal policies and procedures.

*Be an active/supportive participant in all services training. Utilize tools, as they are made available.*

### **QUALIFICATIONS**

- Education: College degree or equivalent preferred.
- Training and Experience: Minimum of five years of demonstrated managerial experience and familiarity with all lending and collection functions and regulatory requirements.
- Required License and/or Documentation: Valid California driver's license, proof of current insurance coverage, valid Notary Public license proof of Notary bond coverage.
- Excellent verbal/written communication and organizational skills
- Personal computer advanced level literacy in various Microsoft Office applications and the Internet.

*Nothing in this job advertisement restricts the right of LAPFCU to assign or reassign duties and responsibilities to this position at any time.*

Los Angeles Police Federal Credit Union  
Human Resources Department  
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Van Nuys, CA 91406

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Fax: 818/782-9356

**Resumes with salary history and requirements will be given preference.**

To learn more about the Los Angeles Police Federal Credit Union, please visit our website at <http://www.lapfcu.org/>

**No phone calls, please. LAPFCU is an Equal Opportunity Employer.**