

At Pioneer Valley Credit Union, we create an environment where open communication and mutual respect are valued. As we continue to advance in introducing new technologies to our members to satisfy their financial needs and offer modern conveniences for today's discerning consumer, we continue to provide positive experiences for which credit unions are founded. Our employees are committed to a strong set of values and member service philosophy, dating back to the opening of our doors in 1923.

Our competitive and generous benefits include paid vacation and sick leave, medical, vision and dental benefits, short-term and long-term disability coverage, company paid life insurance, 401K with match, paid holidays, and a family-friendly environment. Our total compensation and total benefits are highly competitive within the industry.

We strive to add value to our members' lives by providing them with fast, easy, and convenient service. *The Credit Union Philosophy of "People Helping People" is and will always be our main priority.*

Job Title: Deposit Operations/ Digital Services Manager

Job Status: Exempt – Salaried - Full Time

Benefits: Paid time off / Sick & Personal Time, Medical/Dental/Vision coverage, 401k Retirement, Life Insurance, Employee Assistants Program, Employee Engagement Program

If you are looking for a change of pace, working with a team that cares about the end results that will have a direct impact on our members, staff, and community, then this is the job for you. This opportunity will provide the right person an opportunity to be a leader of collaboration and maximize the possibilities of success.

Here are some of the highlights of this position:

- Responsible for managing the overall deposit operations functions.
- Daily item processing,
- ATM network program,
- Debit card program,
- Wire transfer services,
- IRA program,
- Debit Card Disputes and Fraud Chargebacks

KNOWLEDGE, SKILLS, AND EXPERIENCE REQUIRED:

- Bachelor's Degree in a related field of study preferred.
- Five years to ten years of similar or related experience preferred.
- Five years to ten years in a management role at a financial institution preferred.
- Experience in banking back-office management preferred.
- Working knowledge of state and federal credit union compliance, regulations and policies and procedures is preferred.
- In-depth understanding of and ability to interpret regulations affecting deposit programs within the Credit Union, including Regulations E, CC, and DD Preferred
- Strong supervisory, PC (technology), banking operations, leadership, written and verbal communication skills preferred.
- Motivating or influencing others is a material part of the job. The role requires a significant level of trust or diplomacy.
- Professional, well-developed interpersonal and communication skills are essential for projecting a positive image of PVFCU with management, employees, members, sponsors, vendors, visitors, etc.
- Proficient with computer software applications is required, including MS. Office Suite. Capable of operating spreadsheets and word processing programs.
- Position requires the ability to read and understand oral and written instructions. Requires the ability to effectively communicate with members or employees and to solve day-to-day problems involving several variables in standard situations.
- Position requires the ability to work on a keyboard, sit for prolonged periods of time, exerting up to 20 pounds of force occasionally to lift, carry, push, and pull or otherwise move objects. Must be able to travel to other branches as needed. Job involves sitting some of the time. Ability to communicate orally and in writing with members, management, vendors, etc.

Pioneer Valley Credit Union is an Equal Opportunity Employer. We are committed to building an inclusive and diverse workforce.

Please send resumes to HumanResources@pvcu.org