



### **Online Project Manager**

Fox Communities Credit Union, a 750 million dollar community based credit union, prides itself on being a progressive, member-owned, full service financial institution dedicated to serving the community. We currently have an opportunity for a full-time **Online Project Manager** in our Calumet Street Branch in Appleton, WI. The person in this position will be responsible for working in partnership across departments to develop oversee and grow an industry leading portfolio of online credit union deposit and lending products and services via our website, the internet, social media and other online outlets.

#### **Major Duties and Responsibilities**

- Develop and implement programs that drive the use of the Credit Union's online deposit and lending services. Plan and manage the delivery of online services in support of the organizations business objectives. Develop project plans, estimates, specifications, cost analysis and presentations.
- Participates in growth, development, and budgeting, for online deposit and lending services
- Monitors industry trends regarding online services including product design, delivery methods, pricing and technology.
- Monitor operations to ensure online deposit and lending services are delivered within Credit Union standards.
- Develop, create and maintain all credit union online forms.
- Assist with training members and Credit Union staff.
- Maintains awareness of compliance, policies, and regulations related to online services
- Performs other job duties as assigned.

#### **Expectations**

- Stay current on developing technology as it relates to financial institutions.
- Consistently improve the Fox Member Experience via our online deposit services
- Promote and support member use of all credit union online deposit and lending products and services to achieve established goals.
- Provide informed, professional, courteous, and accurate service and support to all members and co-workers.
- Proactively identify risks to our online deposit and lending services, develop risk management plan and mitigate subsequent issues.
- Collaborate with Credit Union staff to evaluate the efficiency of the online deposit and lending products and services and develop specific recommendations for improvements
- Ambassador of online services across all departments to ensure utilization of all internal resources to build an industry leading online deposit product and service member resource.
- Assess online opportunities through market research and working across internal groups to problem solve, solidify resources, and garner support to then structure the implementation for our membership
- Ensure the confidentiality of the development and implementation of our online deposit and lending services and products.
- Maintain a complete understanding of social media and how it can be leveraged to promote and grow our online services.
- Run reports and queries as needed using internal software.

- Recommend new business opportunities, new systems and process and improvements in operation.
- High degree of flexibility to evolve with the role.

**Preferred candidates for this position will possess:**

- Two to five years of similar or related experience
- A college degree and/or equivalent work experience.
- A working understanding of online technology and how it can be used to deliver credit union services.
- Proven record of success in increasing online customer/member usage.
- Passion for online technology and services and how they can be utilized to increase membership/customer base.
- Project or program management experience
- Experience working in an online service delivery environment
- Experience and understanding of traditional credit union/financial industry, products and services.
- An IT background/education to be able to understand the capabilities of our internal systems and how they affect our online delivery opportunities.
- Complete understanding of social media and other online outlets.
- Excellent oral and written communication skills.
- Excellent interpersonal skills.
- Advanced knowledge of MS Office.

Fox Communities Credit Union believes our employees are our most important asset. We offer a competitive salary and an excellent benefit package. If you are enthusiastic about a rewarding career with a successful & growing credit union, please submit your resume and salary requirements to: Attn: Human Resources. Fox Communities Credit Union. 3401 E. Calumet Street. Appleton, WI 54915. [www.foxcu.org](http://www.foxcu.org). Email: [hr@foxcu.org](mailto:hr@foxcu.org)  
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