

Chief Operations Officer

SUMMARY:

Provides overall direction to all organizational departments involved in service delivery to customers and ensures that service delivery systems and departments are contemporary and effective. Ensures that the duties and responsibilities assigned to respective departmental and branch managers are carried out in an effective, systematic, and cost-effective manner that will assure maximum customer service and service satisfaction.

Job Functions include: (Note: this is a representative list only - complete list provided with purchase)

- Is accountable for the service delivery functions of the organization, including lending, customer service, teller, special services, and such other departments, divisions, and functions that are designed to provide products and services to customers.
- Develops operational policies and practices for each department and departmental function.
- Is responsible for the physical configuration of all service delivery offices and technology (i.e., ATM sites).
- Coordinates the priorities of staffing, service development emphasis, customer service and product delivery control, and maintains a program of ongoing Total Quality Management in each department.

(also details Supervisory Responsibilities, Qualifications, Education and/or Experience, Language Skills, and work environment)