

KAUA'I FCU
Job Description

Job Title: Program Manager (CRUA)		Effective Date: August 2022
FLSA Status: Exempt		
Reports to: Program Director/Grants Administrator		
PURPOSE AND SCOPE		
<ul style="list-style-type: none"> • With the guidance of the Program Director, contributes to the development, implementation, and management of products and programs, such as CRUA (Coronavirus Rental and Utilities Assistance). • Proactively develops, manages, and grows relationships with key community partners, and promotes the growth and success of credit union products and services. • Manages people and process of product or program implementations to set levels of performance success 		
ESSENTIAL JOB FUNCTIONS		
1. Manages program team in day-to-day operations, upholding product or program policies and procedures.		
2. Serves as main point of contact for escalations or exception-necessary interactions.		
3. Primary coach and trainer for program specialists/team members. Ensures entire team is functioning to agreed performance standards and expectations.		
4. Maintains knowledge and expertise of product or program policies and procedures, including additional research and insight of aligned initiatives. Uses acumen to contribute to business process improvements.		
5. Represents the credit union in community outreach and partnerships with positivity, professionalism, and values aligned to the organization's brand and strategic objectives.		
6. Provides regular updates to Leadership on overall team performance toward objectives and individual team member performance.		
7. Must comply with applicable policies, laws and regulations, including but not limited to the Bank Secrecy Act, the USA PATRIOT Act, Office of Foreign Assets Control, and the Equal Credit Opportunity Act.		
8. Perform other duties as assigned.		

SUPERVISION RECEIVED	
<ul style="list-style-type: none"> • Must be able to work independently in setting and meeting short- and long-term objectives with limited supervision from the Program Director/Grants Administrator. • Empowered to solve problems in a professional and timely manner. • Exercise discretion and independent judgment in tasks/situations detailed in departmental procedures. 	

MANAGEMENT/SUPERVISORY RESPONSIBILITIES

Directly Supervises: Identified product or program team (5-7 employees)

IDEAL EDUCATION AND/OR EXPERIENCE

- Bachelor’s Degree or higher from an accredited college or university preferred OR equivalent people management professional experience (4+ years)
- One or more years’ experience in product or program management preferred.
- Sufficient expertise and professional experience managing people and processes.
- Sufficient experience with professional communication (both verbal and written), coaching, and de-escalation skills.
- Experience with Microsoft Office product suite, Smartsheets, and Outlook preferred.

PHYSICAL DEMANDS

Work Environment:

- “Moderate” noise level in an enclosed air-conditioned facility (e.g., office with computers, printers, work area with light traffic, telephones, etc.).
- Usually indoor work with occasional work outdoors.
- Must be able to lift, push, and pull a minimum of 25 lbs.
- Must be able to operate office equipment such as: computer, typewriter, fax, telephone, photocopier, and calculator.
- Position may require prolonged sitting, standing, and walking.

TRAVEL REQUIREMENTS

Some travel may be required to attend meeting/educational offerings by car or aircraft to various locations throughout the United States. The length of the travel varies by purpose.

ATTENDANCE REQUIREMENTS

Please note that scheduled attendance requirements may change due to business needs.

This is a full-time position and hours may vary depending on scheduling needs.

Must be able to work additional hours, weekends, and Holidays as needed.