



Guaymay Energy Alliance Credit Union
Operations Team Lead
JOB DESCRIPTION

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| Post Title | Operations Team Lead |
| Contract type | Three years/Permanent |
| Report to | Manager |
| Responsible for | POS – Branch Office |

Job Summary:

Guaymay Energy Alliance Credit Union is currently recruiting an Operations Team Lead for its Sub Office. This role is integral to overseeing daily operations, ensuring targets are not only met but surpassed, and consistently improving business performance while exceeding member expectations.

Reporting directly to the General Manager, this Supervisory Level position demands precise reporting on branch management, personnel, and financial aspects in an efficient and organized manner.

Compliance with GEACU's policies and established procedures is a key responsibility. The ideal candidate will lead strategic initiatives to seamlessly align management processes, strategically positioning the organization for long-term competitive advantage. Strong leadership and management competencies are crucial for effectively achieving branch lending and performance targets.

Main Duties and Responsibilities

- Ensuring the Credit Union's member experience exceptional service in keeping with the Credit Union's standards.
- Maximising the operational efficiency of the Branch.

- Managing and ensuring compliance and processing procedures are followed, including adherence to policies and regulations, maintenance of ledgers, and resolving problems.
- Ensuring the member's transactions, accounting documentation, entries, and other financial records are accurate.
- Coordinating the preparation of internal and external audit material and reports.
- Conducting performance appraisals and ensuring team performance is in keeping with standards of work performance.
- Approves loans within designated limits per GEACU's lending policies and procedures.
- Prepares branch bank reconciliation on a timely basis for submission to the accountant.
- Liaises with the Manager to ensure the loan portfolio performance levels are maintained.
- Provides required assistance, advice, guidance, and directions to junior officers on loan policy guidelines and practices.
- Assists with the preparation of Annual Plans and Budgets.
- Drives continuous improvement initiatives to optimize processes and enhance operational excellence.
- Develop and implement policies and procedures to ensure compliance with regulatory standards.
- Monitors controlled Branch expenditure and takes necessary corrective action to maintain Budget.
- To comply with HSSE requirements for maintaining stipulated risk management guidelines.
- Develop and implement sales strategies to ensure that the Credit Union's sales targets (loans, shares and other products) are met or exceeded.
- Collaborate with other Heads of Departments to develop best practices for successful business operations.
- Assist management in considerations regarding new products/services, systems and expansion of existing systems and services as they relate to business needs.
- Coordinate and work with Compliance Officer to administer department's functions, ensuring conformity with the organization's Compliance Program, other related policies and statutory obligations by establishing, monitoring, and maintaining policies and procedures.
- Build a team of high performing Sales and Service Professionals, set and monitor KPIs, ensure achievement of budgets the Branch and for all products.
- Prepare monthly statistical reports as requested by management.
- Promote a service culture of high performance and continuous improvement that values learning and a commitment to quality while ensuring outstanding member service.
- Responsible for monitoring and updating the workflow process for the operations department and for taking necessary measures to provide the needed support for smooth operations.
- Lead staff meetings, communicate strategy and translate into tactical operating plans for the department.

- Collaborate with heads of other departments to develop best practices for successful business operations.
- Foster a positive and collaborative work environment, promoting teamwork and communication across different departments and to manage members concerns.

1. Qualifications

- A Bachelor's Degree in Business Management, Human Resource Management or any related field
- At least Five (5) years' experience in a similar environment at a Senior Level
- Proficiency in Microsoft Office Suite.

4. Expectations:

- Provide exceptional member service to our members and the organization.
- Ensures compliance with all legal, tax requirements, International Accounting Standards, and relevant International Financial Reporting Standards.
- Proactively make recommendations to ensure organizational success.

5. Knowledge Skills and Experience:

- Proficiency in accounting principles and practices (IFRS).
- Understanding of financial statements (balance sheet, income statement, cash flow statement).
- Knowledge of financial analysis and reporting.
- Strong analytical skills to interpret complex financial data.
- Attention to detail and accuracy in financial reporting.
- Ability to reconcile accounts and resolve discrepancies.
- Collaboration skills to work with other departments and stakeholders.
- Member service orientation, especially in client-facing roles.
- Continuous learning mindset to stay updated with industry trends and changes.
- Ethical conduct in financial reporting and decision-making.
- Must be confidential in all matters.
- Must be able to work independently with minimum supervision.
- Must be a team player.
- Excellent leadership and Management skills
- Effective member relations skills with the ability to build and maintain positive relationships at all levels.
- Attention to detail and to meet stringent deadlines for submission of reports and recommended strategies.
- To maintain a high standard of honest and ethical behaviour.
- To effect timely performance appraisals of staff.
- Effective communication skills, both written and verbal.
- Analytical mindset with the ability to multi-task and to make data-driven decisions.
- Outstanding communication and interpersonal abilities

- Excellent strategic, analytical, systems thinking and problem-solving skills.
- Knowledge of the company's products and services will be an asset.

Remuneration:

- To be determined based on prevailing market trends