



## Chief Operations Officer (COO)

**Location:** Laurel, Maryland

### **Position Description:**

Market USA FCU, a \$136 million dollar credit union located in Laurel, MD is seeking a Chief Operations Officer to join our team. The position has the responsibility of assisting the CEO in the overall management of the credit union and working with the Leadership Team to set strategic direction for the credit union. Our COO oversees the Branches/Member Service Center and Loan/Collection/Compliance Areas. Direct Reports: Director of Lending, Laurel Branch Manager III/Branches Administrator and Member Service Center Manager

### **Position Requirements:**

Qualified candidate should have a minimum of five years senior level financial institution experience and a Bachelor's Degree. Additional experience and/or industry training may be substituted for a degree.

### **Position Primary Responsibilities:**

- Assist in directing credit union operations, including planning, recommending, and implementing programs and policies.
- Analyze statistical data in all areas of operations and make recommendations for the efficient operation and growth of the credit union.
- Develop, implement, and maintain operational procedures and policies to maximize efficiency and quality of work and to provide consistent quality service to members.
- Participate in development of strategic plan, benchmarks, and related goals.
- Hire, oversee, coach, and develop mid-level managers. Oversee indirect hiring, promotions, transfers, terminations, etc.
- Evaluate job performance of direct reports and provide guidance to mid-level managers on addressing complex situations and performance issues.
- Develop and implement employee training programs.

### **Application Instructions:**

Interested candidates please email salary requirements and resume to [jobs@marketusafcu.com](mailto:jobs@marketusafcu.com)

### **Company Info:**

Market USA FCU is a certified Great Place to Work employer. Market USA was formed in 1953 and is focused on improving the financial lives of its members. Market USA FCU offers competitive salaries and a comprehensive benefit package including medical, dental, generous paid time off, casual back office dress, back office pet policy, hybrid work model, employee banking benefits, an employer matching 401(K) Plan, life insurance, long term disability and career advancement opportunities. For more information on Market USA, please visit our website at [www.marketusafcu.com](http://www.marketusafcu.com).

Equal Opportunity Employer