



Advancing Leadership Institute

Senior Vice President of Operations & Delivery
McGraw-Hill Federal Credit Union
East Windsor, NJ

The SVP of Operations & Delivery will champion the next generation of service and engagement for the credit union. As a direct report to the CEO, this executive will reengineer the member experience by driving changes in processes and mindsets to ensure exceptional member service and peaking employee engagement. This position directly oversees the four branches, call center, and eBanking/mobile banking platforms while partnering with Business Development. Bringing an entrepreneurial and visionary leadership style are required to communicate with this credit union's dynamic management and Board of Directors.

This role plays a key part in the strategic planning process and acts as an advisor to management on implementing best practices and eliminating inefficiencies. Identification and exploration of new vehicles to deliver products and services to customers is key to the success of this position and the organization. As a result, this person must be a natural innovator and entrepreneur; someone who possesses a successful track record of being a change agent and doing what is right for organizations. A masterful leadership presence, strong decision-making and interpersonal skills, effective listening abilities, and a futuristic mindset are required.

One of the key factors that distinguishes McGraw-Hill FCU's delivery model from its peers is their large and ever-increasing number of members who interact with the organization via the internet and remote services. McGraw-Hill FCU has embraced this trend and is committing significant resources to establish "best in class" remote service delivery options. They foresee a future where the various "brick and mortar" branch office models currently commonplace in the financial services landscape will give way to the ongoing evolution of ecommerce and mobile banking channels. As a result, in this role they seek a senior level operations professional who shares their vision and who is excited to make it a reality today.

McGraw-Hill FCU, established in 1935, was originally chartered to serve the employees of McGraw-Hill Companies in New York City. It was their hope that the Credit Union would meet the financial needs of the McGraw-Hill community in the tri-state area. Their vision was true and continually expands its membership to include progressive organizations, now totaling more than one hundred businesses and organizations in its field of membership. Today, with \$300 million in assets and growing, McGraw-Hill FCU provides services to more than 20,000 members through a network of four branch offices, three in NYC, and their call center in New Jersey. It offers a variety of products and services for members including multiple deposit services products, loans and credit services, investments and insurance and a variety of life planning services through multiple delivery channels.



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McGraw FCU offers a strong positive culture with a challenging but supportive executive team and a motivated staff. True teamwork, along with strong growth objectives, is evident throughout the credit union, as well as the desire to do well and provide quality service to its members. An example of their commitment to embracing the next generation of technology, each employee is currently being trained on their own iPad table.

This person will join McGraw-Hill FCU with ten years of management experience within a retail financial institution (bank or credit union), two years experience with online financial services environment (ebanking) and a proven track record leading and managing high performing retail delivery teams (inbound/outbound call center and branches).

To learn more about this role please send your resume to Peter Myers (pmyers@ddjmyers.com) and Deedee Myers (deedeemyers@ddjmyers.com).