



JOB DESCRIPTION

Project Manager

Department	Member Digital Services
Reports to	VP, Member Digital Services
Supervises	N/A
Pay Grade	Exempt Grade 29

Job Summary

This leadership role leads and executes positive changes and process improvements through formalizing a credit union-wide Project Management Office (PMO) and Change Management program. Responsible for coordinating, communicating, and accurately reporting all cross-departmental project-related activities for the credit union. Helps ensure projects meet the credit unions' strategic objectives and deliver them on time and within budget, with a strong focus on quality management. Approaches projects, challenges, and interactions with a collaborative mindset. This role is responsible for all assigned projects and manages internal and external member satisfaction, definition, planning, monitoring, resource allocation, and other aspects of a project. As part of a team, drives enterprise-wide and department-specific projects critical to the credit union's continued success.

Essential Functions

- As a key leader, the Project Manager develops and executes project plans by collaborating across departments to define activities, estimate timelines, and align schedules with organizational objectives. They conduct needs assessments and oversee project planning to ensure successful outcomes.
- Holds a key role in cost estimation and control, budget development, prioritization, coordination, and management of multiple related projects, demonstrating high trust and accountability.
- Executes new product upgrades and feature enhancements, system integrations, data conversions, and other changes.
- Develops detailed project plans and deployment schedules, contractual project deliverables, and other artifacts as required.
- Manages all aspects of project execution, including chartering, scope definition, requirements gathering, project planning, change control, and risk management. Provides status reporting on project milestones and deliverables to senior leadership and members.
- Identifies, monitors, mitigates, and resolves project risk, issues, dependencies, constraints, assumptions, and delays; escalates issues to management and internal senior management stakeholders as appropriate.

- Proactively communicates project status, issues, and risks to management.
- Follows departmental policies, procedures, and methodologies.
- Conducts regular status meetings with all stakeholders, continuously considering their needs and requirements.
- Works in tandem with the team members to ensure resource constraints, are monitored and work is delegated to team members in a timely fashion.
- Facilitates the credit union-wide Project Management Office and Change Management program and provides status updates on requests to the appropriate personnel, fostering innovation and positive changes.
- Assists other departments on their projects.
- Attends and participates in all meetings, trainings, and committees as required.
- Satisfactorily completes all required compliance training and complies with regulations that apply within the scope of the position, including Bank Secrecy Act compliance.
- Actively participates in community and civic events, fostering a sense of connection and involvement to promote community awareness of the credit union.
- Ensures the project work area is clean, secured, and well-maintained.
- Performs other duties as assigned.

Required Knowledge, Skills, and Abilities

- Proficiency in Excel, Word, Outlook, PowerPoint, Visio and MS Project (or other Project Management software) and technologically savvy with the ability to learn new software applications.
- Strong attention to detail, as well as organizational, time management, problem-solving, and communication skills.
- Knowledge of standard office practices and procedures, including the use of standard office equipment, basic record-keeping, arithmetic, and computer applications related to the work.
- Knowledge of pertinent Federal and State laws, rules, regulations, and policies and procedures as they apply to the area(s) of responsibility.
- Knowledge of principles and practices of program and policy development and implementation.
- Ability to analyze data and prepare technical reports, interpret and evaluate technical information, problem-solve payroll issues, and explain and interpret information.
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations.
- Comfortable leading virtual or in-person meetings with good presentation skills.
- Cooperative and willing to assist others.
- Ability to meet deadlines and maintain an effective and efficient workflow.
- Ability to work well under pressure while always promoting a professional image of the credit union.
- Ability to work independently and in a team setting and handle multiple deadlines in a fast-paced environment.

- Ability to maintain confidentiality.
- Ability to understand complex written and verbal communications and respond with professionalism and tact by phone, in person, and/or in written format.

Education and Experience

- Bachelor's degree in Business Administration or related field and a minimum of four years of Project Management experience. Project Management experience in the financial services industry (bank, credit union, etc.) is a plus.
- Project Management experience may be substituted year-for-year for the education requirement (i.e., 8 years of Project Management experience may be substituted for the educational requirement).
- PMP (Project Management Professional) Certification is preferred or must be obtained within 3 years.
- CSM (Certified ScrumMaster) Certification preferred or other similar agile methodology certification or must be able to obtain within 3 years.

Additional Requirements

- Incumbent must be bondable.
- Must possess and maintain a valid driver's license to travel to all credit union locations as needed.

Physical Demands

This is a moderately sedentary office classification although standing and walking between work areas is required. Individual(s) in this class must possess the mobility to work in a standard office setting and use standard office equipment, including a computer; visual acuity to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator at a reasonable speed, and to operate standard office equipment. Person(s) in this classification occasionally bends, stoops, kneels, reaches, climbs, and walks; and pushes and pulls drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects weighing up to 10 pounds regularly, and up to 50 pounds occasionally. Works in an office environment with moderate noise levels.