

Vice President of Operations

Location: Honolulu, Hawaii

Job Type: Full-time

Join our member-focused credit union and help lead with the philosophy of "**People Helping People.**"

We are seeking a strategic and experienced **Vice President of Operations** to oversee daily operations, drive efficiency, and ensure exceptional member service across all departments.

Key Responsibilities

- Lead and manage dual-branch operations and front-line departments.
- Develop and implement operational strategies aligned with business goals.
- Oversee project management, contract negotiations, and vendor relations.
- Monitor KPIs and drive continuous improvement initiatives.
- Collaborate with senior leadership on strategic planning, budgeting, and compliance.
- Supervise department managers, conduct performance reviews, and enforce policies.
- Assist with regulatory reporting, audits, and annual meetings.
- Support marketing, product implementation, and member service excellence.

Qualifications

- Bachelor's degree (preferred).
- Minimum 7 years of credit union management experience.
- Proven leadership in operations, member services, and strategic planning.
- Strong project management, negotiation, and analytical skills.
- Knowledge of compliance, internal controls, and risk evaluation.
- Excellent communication and team-building abilities.

Benefits

- 401(k) with matching
- Health, dental, vision and life insurance
- Vacation and Sick Days

Why Join Us?

Be part of a collaborative, mission-driven organization where you can live the true Credit Union Mission