



CAREER OPPORTUNITY

Chief Operating Officer, COO

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POSITION DESCRIPTION:

The *Chief Operating Officer* is the member of Executive Management that is responsible for maintaining and driving operational results within a company. The COO works closely with the CEO and the CFO as well as other executive management team members. The COO must be a skilled communicator, effective leader and driven businessperson who can spur company growth, maintain key operational procedures, create new processes, and ensure day to day operational excellence. This individual will be instrumental in customer interactions and customer relationships.

The COO will provide leadership and strategic vision to the organization. They will bring operational, managerial, and administrative procedures, reporting structures and operation controls to the company. The COO will effectively communicate and foster growth among the executive team and all employees.

RESPONSIBILITIES:

- Provide management to staff and leadership to the organization that aligns with the company's business plan and overall strategic vision.
- Assist executive team members in creating, growing, and building an industry leading organization.
- Drive company results from both an operational and financial perspective working closely with the CFO, CEO, and other key executive team members.
- Set challenging and realistic goals for growth, performance, and profitability, and customer satisfaction.
- Create effective measurement tools to gauge the efficiency and effectiveness of internal and external processes.
- Provide accurate and timely reports outlining the operational condition of the company.
- Spearhead the development, communication and implementation of effective growth strategies and processes.
- Works with other c-level executives on budgeting, forecasting and resource allocation programs.
- Work closely with senior management team to create, implement, and roll out plans for operational processes, internal infrastructures, reporting systems and company policies all designed to foster growth, profitably and efficiencies within the company.
- Motivate and encourage employees at all levels as one of the key leaders in the company including but not limited to professional staff, management level employees and executive leadership team members.
- Forge strategic partnerships and relationships with clients, vendors, banks, shareholders, and all other professional business relationships.
- Foster a growth oriented, positive, and encouraging environment while keeping employees and management accountable to company policies, procedures, and guidelines.

REQUIREMENTS:

- Bachelor's Degree in Business, Management Information Systems or related; MBA or Master of Science preferred.
- Seven to ten years work experience in banking, data processing, and customer services
- Possesses thorough understanding of all areas of the banking industry and financial data processing.

- Thorough knowledge and understanding of bank compliance regulations.
- Advanced knowledge of financial computing applications and general PC operations. Effective customer services management and delivery skills.
- Excellent leadership skills and conduct of interpersonal relations.
- Effective planning, coordination, time management, and organization skills.
- Effective and appropriate verbal, face-to-face and written communication skills.
- Advanced PC operation skills, word-processing, and spreadsheet software proficiency, Microsoft Excel, Word, and Microsoft Office applications preferred.

About DCI

DCI is the developer of the award-winning iCore360[®] core banking software and iCoreGO[™] multi-channel digital banking solutions for community banks and credit unions nationwide. DCI is privately owned by a group of bank clients, with several serving as board members and user group leaders. In addition to iCore360 and iCoreGO, DCI provides private ATM network/card management, teller solutions, remote capture, custom analysis, risk/vendor management, managed IT and more. Among other awards, DCI has been named a FinTech Rankings Top 100 technology provider by IDC Financial Insights, a FinTech Forward Top 100 technology provider by *American Banker* and BAI, a multiple winner of the *BankNews* Innovative Solutions Award and endorsements from multiple regional banking associations. For more information, visit www.datacenterinc.com or contact info@datacenterinc.com.