

Helping customers with their financial needs and leading the way in innovation and responsiveness is the core of CoreFirst Bank & Trust's ("CoreFirst") mission. This philosophy, the CoreFirst Way, has guided the bank well for over sixty (60) years and sets us apart from competitors.

Position Description:	Director of Transformation & Continuous Improvement		
Reports To:	CEO/President	Department:	Business Transformation Office
Supervises:	BTO Project Managers; OCM Analyst	Classification:	Full-Time, Exempt

🕒 Hours:	Monday-Friday 8:00am-5:00pm, other days and hours as needed		
🏢 Location:	Headquarters	3035 SW Topeka Blvd. Topeka, KS 66611	
📌 Role:	<p>The Director of Transformation & Continuous Improvement will lead the BTO and will serve as a key leader of the Bank, partnering with the executive committee and lines of business to develop and maintain the digital strategy roadmap and other key strategic initiatives and projects. This person will focus on driving key BTO Processes (e.g., Intake, Business Case Review, Project Prioritization) and providing program oversight and governance across execution.</p> <p>The primary effort of the Director of Transformation and Continuous Improvement will be to manage the portfolios and programs to further CoreFirst's vision and to focus on delivery excellence, ensuring the BTO is an enabler of business value and removes barriers to change.</p>		
📄 Apply:	www.corefirstbank.com/careers		

Essential Functions & Responsibilities:

Project Focus

- The Director of Transformation and Continuous Improvement will maintain a portfolio and program roadmap and drive project intake, review, approval, and prioritization in partnership with Executive Committee, Project Sponsors, Business Owners, and the lines of business
- The Director of Transformation and Continuous Improvement will measure and monitor project performance at the portfolio and program level, having responsibility for hands-on project execution to manage strategic or large-scale programs in the capacity of a project manager
- The Director of Transformation and Continuous Improvement will provide leadership status reporting, facilitate key program meetings, and support the resolution and further escalation of risks, issues, and decisions

Program Governance

- Develop, monitor, and communicate the BTO roadmap to key stakeholders (e.g., Executive Committee, lines of business)
- Manage dependencies across programs and projects within the roadmap
- Understand organizational change management (OCM) needs/practices and engage OCM resources as needed
- Oversee resource management by partnering with Project Sponsor and lines of business, ensuring project staffing needs are met, supporting the BTO Project Manager in resourcing efforts, and adjusting allocation during project delivery
- Manage program budget and support annual planning and ongoing oversight
- Define and implement effective tools, team structures, and reporting processes across projects
- Develop and leverage existing governance frameworks to facilitate intake, approval, delivery controls, value realization, and reporting for the BTO
- Prepare reports for and lead recurring Executive Committee Strategy Meetings and BTO Program Health governance meetings
- Manage BTO resources (e.g., BTO Project Manager and BTO OCM Analyst)

Performance Monitoring & Measurement

- Monitor business value by tracking Key Performance Indicators (KPIs) across portfolio
- Manage project evaluation and approval alongside BTO Leadership and the Executive Committee, assessing items such as project scope, CoreFirst strategy alignment, and cost
- Proactively manage risks and issues within portfolio
- Facilitate continuous improvement through implementing, sustaining, and improving best practices across the portfolio

Please note this description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Experience:

Required Experience

- Minimum of eight (8) years of work experience in a strategic, operational, or implementation role ideally in the financial industry
- Minimum of three (3) years of experience with leading new or enhanced product/program development and implementation
- Proven experience in various aspects of program/portfolio management, Business Transformation Office (BTO), or Project Management Office (PMO)
- Strong Microsoft Office skills (e.g., Word, PowerPoint, Excel, Outlook, Project, Visio)
- Familiar with PPM tools for project and PPM enterprise systems (e.g., Smartsheet, Microsoft Project, Primavera, Planisware, Jira, Clarity)
- Risk and stakeholder management experience (e.g., stakeholder partnership, communication, influencing, judgement)
- Vendor management experience (e.g., resource selection, implementation, onboarding)
- Conflict resolution and management
- Supervisory experience
- Mentorship experience with leadership, peers, and junior team members on roles and responsibilities

Preferred Experience

- PMI certification(s) (e.g., PMP, lean project management) and/or Agile certification(s) (e.g., Scrum Master, Product Owner [CSPO], Product Manager [SAFe, POPM])
- Holistic understanding of enterprise change impacts
- Financial Services industry expertise

Education:	Bachelor's degree in related field (e.g., business, organizational behavior, systems engineering, engineering management, communications) or equivalent Program Management work experience
Skills & Abilities:	<p>Portfolio Management</p> <ul style="list-style-type: none"> • Clear understanding and experience in program and portfolio governance approaches (e.g., waterfall, Agile, Scrum) • Experience developing portfolio roadmaps, project plans, scope, pricing estimates, and presentations <p>Communications</p> <ul style="list-style-type: none"> • Strong presentation, communication, and facilitation skills (i.e., oral and written) • Ability to clearly articulate messages to a variety of audiences, including executive levels • Demonstrated ability to negotiate, influence, and manage conflict to productive conclusion • Skilled in developing and maintaining relationships with peers and leaders <p>Team Engagement</p> <ul style="list-style-type: none"> • Flexible and adaptable - adjust positively to situations involving ambiguity, rapidly changing tasks, shifting priorities, or simultaneous demands • Must be a team player and able to work collaboratively with others • Commit to inclusion and diversity, and openness to new ideas and perspective • Cultivate unity and enthusiasm within team members and associates • Empower team members to provide valuable input and make decisions with confidence <p>Critical Thinking</p> <ul style="list-style-type: none"> • Problem solving and root cause identification skills • Aptitude to learn quickly and to rapidly apply new skills to execute project tasks • Operate with a sense of urgency and prioritize effectively to respond in a timely manner • Make independent decisions in ambiguous situations and provide recommendations
Competencies:	Adherence to CoreFirst Values: Respect, Communication, Integrity, Initiative, and Accountability. A secondary focus on internal and external Customers, Compliance, Ethics, Perseverance, and Time Management is also essential.

Physical: Requirements:	<p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit, stand, and walk. Some light physical effort required.</p>
Travel:	Travel is primarily local during the business day, although some local evening and weekend travel may be expected.
Work Environment:	This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, copy machines, filing cabinets, and fax machines.
Other:	<ul style="list-style-type: none"> • Applicants must pass a drug screen and background checks • Internal applicants must meet the minimum requirements of their current job and submit a cover letter and resume via the employee portal
CoreFirst Employment Practices:	CoreFirst provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, CoreFirst Bank & Trust complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

I, _____, acknowledge by my signature below that I have received a copy of my position description.
Print Name

I have read and understand my job duties and responsibilities as _____ (title). I further understand that I am responsible for the satisfactory execution of all the duties described therein, under any and all conditions as described.

I can perform the essential function of this position with or without reasonable accommodations? _____ Yes _____ No

I certify that the information provided above is true and complete, and I understand that if the information provided above is false, it may result in denial of employment or dismissal.

Employee Signature Date HR Representative Signature Date

Revised