



Capitol Federal®

CapFed® is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

#TogetherTrueBlue

Equal Opportunity Employer/Protected Veterans/Individuals with Disabilities

NOW HIRING FOR A Regional Director Retail Operations

The Regional Director Retail Operations is responsible for implementing processes for the daily operations of Capitol Federal's branching network to align with market-specific corporate strategy. This role transcends our retail and commercial customers, and is tasked with the growth, retention, and service of each segment. Performance will be measured by percentage completion of market-specific growth and referral target metrics, employee utilization rates, and regional community involvement.

The Regional Director Retail Operations reports to the Customer Experience Director within the Retail Banking Operations Management department.

The Regional Director Retail Operations for our Central Region (Manhattan, Topeka, Lawrence) will be located at our Home Office in Topeka, Kansas.

QUALIFICATIONS

- A college degree preferred or equivalent experience.
- Demonstrated knowledge of industry rules and regulations related to Bank Secrecy Act, OFAC, Customer Identification Policy, Truth in Savings, Truth in Lending, Regulation CC, Plastic Cards, and Funds Availability, etc.
- The ability to motivate or influence others is a critical part of the job, requiring a significant level of diplomacy, influence and trust.
- Five to eight years of branch management or related experience. Commercial lending, Business Development, Residential Lending skills a plus. Ability to interpret company financial releases.

RESPONSIBILITIES

- **Product Knowledge:** Works with Commercial Relationship Management and Business Development teams to play a heightened role in the expansion of how Capitol Federal services to new customers, as well as vertical sales of Capitol Federal offerings to existing customers.
- **Staffing:** Assists Human Resources by making recommendations for all officers in assigned areas concerning salary administration and personnel records. Interviews employee prospects, recommends candidates for hiring and makes personnel assignments.
- **Training:** Delegation of proper training protocols for branch employees as to supplement Capitol Federal's established training department.
- **Project Management:** Serves as the primary representative for all projects related to Branch Support or branches. Researches, develops, implements, communicates and enforces all new Branch Support, branch, and product related policies and procedures.
- **Community Involvement:** Involvement in market relative boards, chambers, partnerships, etc. as set forth by the Business Development team and Commercial Relationship Management Team.
- **Strategic Goals:** Assignment of target metrics to branch managers for respective fiscal year. Works with branch managers and executive management to develop and implement efficiencies within performance model to ensure achievement of corporate strategic goals, and accomplishment of assigned metrics.

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