Director of Banking Operations

Location: Topeka, KS
Employment Type: Full-Time

Lead the Future of Banking Operations at Capitol Federal

At **Capitol Federal Savings Bank**, we have a long-standing commitment to helping individuals, families, and communities achieve financial success. Our employees are central to that mission, and we strive to create an environment where talented professionals can lead, innovate, grow, and build rewarding careers.

We are seeking an accomplished **Director of Banking Operations** to provide strategic leadership across our consumer banking operations. This is a highly visible senior leadership opportunity for an experienced banking professional who knows how to translate strategy into results, lead complex operations, strengthen risk and compliance practices, and build high-performing teams.

If you are a forward-thinking leader who enjoys improving how a bank operates while delivering exceptional customer and employee experience, we want to hear from you.

What You'll Do

As Director of Banking Operations, you will help shape and execute Capitol Federal's banking operations strategy while leading teams responsible for critical banking services.

You will:

- **Lead banking operations strategy** by developing and implementing initiatives that improve operational efficiency, customer service, controls, and profitability.
- **Oversee key banking operation functions**, including digital banking, regulated plans, deposit services, ACH and wire payments, check processing, card services, and fraud prevention.
- **Use data to drive performance** by establishing and monitoring KPIs, identifying trends, and providing actionable recommendations and performance updates to senior leadership.
- **Champion operational excellence** by evaluating processes, identifying opportunities for improvement, and implementing solutions that increase efficiency, consistency, and scalability.
- **Drive innovation and modernization** by introducing operating practices, tools, and technologies that improve service delivery, reduce costs, and strengthen controls.

- **Maintain a strong risk and compliance environment**, ensuring operations meet applicable banking regulations, legal requirements, and internal policies.
- **Develop exceptional leaders and teams** by coaching and mentoring operations managers and employees while fostering accountability, collaboration, and continuous development.
- **Partner across the organization** with leaders in sales, marketing, technology, product, finance, risk, and other areas to solve complex operational challenges and successfully introduce new products, services, and initiatives.
- **Support organizational readiness and business continuity** through periods of growth and change.
- Serve as a member of key governance committees, including the **Information Technology Oversight Committee, Compliance Committee, Disclosure Committee, and Enterprise Risk Management Committee**.
- Provide executive leadership with meaningful reporting and insights related to operational performance, customer satisfaction, compliance, risk, and financial results.

What You'll Bring

We're looking for a proven banking operations leader who combines strategic thinking with strong execution and people leadership.

Required Qualifications

- Bachelor's degree.
- **8 to 10+ years of progressive experience** in retail banking or banking operations.
- At least **5 years of managerial or officer-level leadership experience**.
- Demonstrated success leading banking operations, process improvement initiatives, and complex cross-functional projects at a senior level.
- Experience leading a **large, multi-layered organization or team**.
- Strong knowledge of consumer banking products, services, regulations, policies, and operational best practices.
- Proven ability to develop and execute operational strategies aligned with broader business objectives.
- Strong analytical and problem-solving skills with the ability to turn data and performance trends into action.
- Excellent leadership, communication, interpersonal, and presentation skills.
- High level of integrity, professionalism, discretion, and attention to detail.

- Ability to manage competing priorities, solve complex challenges, and deliver results in a fast-paced environment.

Preferred

- MBA or equivalent advanced degree.

The Leadership Style We're Looking For

The successful candidate will be a **strategic, collaborative, and results-oriented leader** who is equally comfortable setting long-term direction and addressing today's operational challenges.

You'll thrive in this role if you enjoy:

- Building and developing high-performing teams.
- Turning complex operational challenges into practical solutions.
- Using data to make informed decisions.
- Bringing teams together across organizational boundaries.
- Finding smarter, more efficient ways to serve customers.
- Balancing innovation with sound risk management and regulatory compliance.
- Leading through change while maintaining accountability and operational excellence.

Work Environment

This position is primarily based in our **Topeka corporate office** and works closely with senior leaders, branch leadership, and operational teams throughout the Bank.

- Regular in-office attendance is required.
- Occasional travel to branch locations and off-site meetings is required and may include overnight travel.
- Extended hours may occasionally be necessary based on business needs.
- The position primarily involves office and computer-based work, with occasional lifting of up to 10 pounds and the ability to navigate stairs during an emergency.

Why Capitol Federal?

Joining Capitol Federal means becoming part of an organization that values **service, integrity, collaboration, professional growth, and long-term success**.

Our competitive benefits package may include:

- Medical, dental, life, and disability insurance

- Retirement and savings plans
- Flexible Spending Accounts
- Paid time off and holidays
- Parental leave
- Employee Assistance Program
- Professional development and career growth opportunities

Ready to Make an Impact?

If you're an experienced banking operations leader who is ready to influence strategy, strengthen operations, develop talented teams, and help shape the future of the customer experience, **we invite you to apply and explore a leadership career with Capitol Federal Savings Bank at www.capfed.com/about-capfed/careers**