

# Police Federal Credit Union

## Position Description



**Title:** Manager, Products and Platforms

**Reports To:** Chief Operating Officer

**Organization Conformance Statement:** In the performance of their respective duties and responsibilities all employees are expected to conform to the following:

- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and management.
- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other departments, employees, customers, members, and management.
- Work effectively as a team contributor on all assignments and have general knowledge of Police Federal Credit Union's operations and services.

**Position Purpose:** The Manager, Products & Platforms is responsible for establishing and leading the product discipline, setting strategic product direction, driving product innovation, and optimizing key metrics of the product and platform suite.

The Manager, Products & Platforms will balance their passion as the voice of the member with their pragmatic responsibility to make sound business and technology decisions. The Manager, Products & Platforms will have a sound understanding of the financial products with an emphasis on digital and mobile banking, a solid record for delivering member centric results, and a natural affinity to cultivating trusting relationships with partners – with innovation as a priority.

### **Essential Duties and Responsibilities:**

- Develops a deep understanding of our financial product stack from a user, technical, operations, business, and design perspective.
- Maintains knowledge of the rules, regulations and policies for the credit union and suggests changes, with an eye to leveraging changing market dynamics in product innovation.
- Acts as a change catalyst and voice of the external ecosystem and pushes an ambitious product agenda with a strategic mindset on both the present and future

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needs of members, changing competitive landscape and evolving company strategy.

- Embeds in the product function the innovation strategy, the practice of innovation, and a clear focus on the team's objectives and how to deliver on those objectives.
- Leads as a practitioner and role model for product innovation and product management methodologies that are designed around new ways of working such as design thinking, business model design, and member jobs-to-be-done.
- Maintain effective communication with President/CEO, EVP/COO, and executive staff to discuss the products and platform goals of Police FCU.
- Contributes to the development and implementation of the credit union's strategic plan as well as the policies, programs and strategies that ensure the success of the Business Innovation and product development teams.
- Defines the product vision and translates this into a roadmap that drives innovation and is aligned to the overall strategy and brand promise of the organization.
- Champions product innovation within and across the organization, building alignment and engagement and communicating ongoing developments across the company.
- Delivers innovative products, services and technology that bring Police FCU brand to life and ultimately improve the financial well-being of members.
- Establishes productive relationships with internal members to provide exceptional experience.
- Maintain positive relationships with industry partners.
- Ability to flourish with minimal guidance, be initiative-taking, manage complex projects and multitask.
- Perform other duties as assigned by management.

### **Qualifications:**

The incumbent must have a minimum of bachelor's or master's degree in innovation, product, IT and/or business fields. 8 to 10 years' progressive product management and product innovation experience in financial services or technology or related industries. Core system management experience is a requirement. Strong understanding of digital transformation and product concepts (e.g., user interfaces, databases, data feeds). Project management skills with either a PMP, Lean Six Sigma black belt or Agile Scrum certification.