

Operations Manager

Department: Operations

Reports To: Chief Operating officer

Location: Head Office

Employment Type: Full-time

Position Summary:

The Operations Manager plays a critical role in advancing KCU's modernization journey, with a focus on improving operational efficiency, strengthening risk oversight, and supporting systems-based excellence. This role hands-on combining risk knowledge, project delivery skills, and the ability to coach frontline teams on process adherence and operational discipline.

Key responsibilities include leading process improvement, enhancing documentation and knowledge management, and enabling better procedural clarity and risk alignment across the credit union's operations.

Key Responsibilities:

Key Control Inventory Management:

- Itemize and maintain a centralized inventory of all key operational controls within KCU.
- Conduct regular reviews of control effectiveness, relevancy, and adherence to current operational practices and policies.
- Support **1st Line Risk and Control Self-Assessment (RCSA)** processes, including:
 - Mapping operational procedures end-to-end, identifying control points and gaps.
 - Evaluating automation opportunities for procedures and related controls.
 - Rewriting procedures for simplicity, clarity, and ease of frontline use.
 - Integrating key procedures across relevant policies to ensure alignment and consistency.

Process Improvement & Documentation:

- Lead initiatives to streamline and standardize operational workflows and control processes.
- Ensure that all SOPs, procedures, and knowledge documents are clear, updated, and centrally accessible.
- Promote a continuous improvement culture through simplification and documentation best practices.

Risk Oversight & Procedural Adherence:

- Embed risk and compliance awareness into daily operations by aligning procedures with control expectations.
- Ensure procedural adherence across teams and promote audit readiness through accurate documentation and training.
- Collaborate with risk and compliance teams to address gaps and improve operational resilience.

Coaching & Frontline Enablement:

- Coach and support frontline and back-office teams on operational best practices and procedural clarity.
- Foster a culture of operational excellence and accountability across all levels of the organization.

Stakeholder Engagement & Reporting:

- Partner with cross-functional teams to support delivery of operational improvements.
- Prepare and present updates to leadership on control environment health, documentation status, and enablement efforts.

Qualifications & Experience:

- Bachelor's degree in business, Risk Management, Operations, or a related field (Certifications such as PMP is an asset).
- 5–8 years of experience in operations, risk oversight, or process improvement, ideally within a credit union or financial institution.
- Solid understanding of operational risk and internal control frameworks (e.g., RCSA, key control documentation, audit preparedness).
- Experience in process mapping, SOP development, and integration of procedures into policies and systems.
- Demonstrated ability to coach and guide teams through procedural and cultural change.