



## U.S Faster Payments Council – Director of Operations

<i>Position Title:</i>	<i>Director of Operations</i>
<i>Reports To:</i>	<i>Executive Director</i>
<i>Compensation:</i>	<i>Commensurate on experience</i>
<i>Location:</i>	<i>Remote</i>
<i>Term:</i>	<i>Full-time, 40 hours/week</i>
<i>Travel:</i>	<i>Yes, approx. 25% dependent on general membership/Board of Director meetings</i>
<i>To Apply:</i>	<i>Qualified candidates should send a resume to <a href="mailto:info@fasterpaymentscouncil.org">info@fasterpaymentscouncil.org</a>. Applications should be submitted no later than <b>July 19, 2019</b>.</i>

### THE POSITION

The Faster Payments Council is a new business organization whose goal is to drive adoption of a world-class payment system, where American can safely and securely pay anyone, anywhere, at any time and with near-immediate funds availability. Its members represent all the major stakeholders in the U.S. payments system, including financial institutions, business end users, networks, payment processors, academics, consumer groups, etc. The FPC will be hiring an individual as the Director of Operations to manage the day-to-day operations and who will be responsible for a variety of other significant activities including human resources, membership development and retention, and evaluation of all programs. This individual will be instrumental in ensuring consistent and effective internal processes and communications in order to strengthen the FPC's infrastructure and position the organization for continued success.

The Director of Operations will report directly to the FPC's Executive Director but will work closely with the FPC's Executive Committee and Board of Directors to advise the FPC leadership on how best to build and maintain relationships with all internal and external partners and vendors to make decisions regarding operational activity and strategic goals. The candidate will also be able to plan, monitor, and analyze key metrics for the day-to-day performance of the operations to ensure efficient and timely completion of tasks.

This is a full time, virtual position; the successful candidate will work from home as part of a remote team. Candidates are required to have experience working with member-driven industry associations / familiar with balancing competing interests resulting from reporting into multiple decision-makers. Payments industry experience is preferred. The position requires periodic travel to attend meetings and events.

### RESPONSIBILITIES

The position includes, but is not limited to, the following responsibilities:

- Develop, implement, and monitor day-to-day operational systems and processes that provide visibility into goals, progress, and obstacles for our key initiatives.
- Devise strategies to ensure growth of member programs, identifying and implementing process improvements that will maximize output and minimize costs.
- Uphold organization policies and standards and support the Executive Director in maintaining a trusting, inclusive, and highly productive environment.

- Supervise all human resources policies and programs for the FPC, including organizational planning and development, on-boarding, training, development, compensation and benefits, performance evaluation, and recruiting.
- Develop key performance indicators to evaluate organizational and programmatic success, accountability, and sustainability; effectively communicate work plans and follow through with coordinated accountabilities, objectives, and associated budgets.
- Enhance organizational excellence by establishing operational benchmarks, timelines, and resources needed to achieve strategic goals, proactively recommending and driving improvements as necessary.
- Prepare all data collection summary reports and evaluation updates for the Executive Director, Executive Committee, Board of Directors, and membership.
- Oversee member services, including the development of initiatives to drive sustainable member engagement, the execution of the annual membership survey, and the design and implementation of new work efforts that meet members' substantive priorities and drive active member participation.

## REQUIREMENTS

The ideal candidate to become the FPC's Director of Operations has 8-10 years of operations experience, ideally in an in-house leadership or mid-level management role within a growing nonprofit entity.

Additionally, this candidate possesses the following:

- Well-developed organization skills and an ability to wear multiple hats in an ambiguous, fast-moving environment; a driving force who manages toward clarity and solutions;
- A successful track record in setting priorities, shaping processes, guiding investment in people and systems, and developing an infrastructure that creates a stronger and more efficient organization;
- A thorough understanding of project management; able to work effectively under pressure to meet tight deadlines and goals;
- Experience with budget and business plan development and a strong working knowledge of data analysis and performance metrics using business management software (e.g., SAP, ERP, CRM, etc.);
- Excellent communication and coalition building skills with an ability to balance, negotiate, and work with a variety of internal and external stakeholders;
- A deep understanding of how to connect programs to funding, leverage limited resources, and build strategic partnerships;
- Personal qualities of integrity, credibility, and extreme attention to detail; and
- A bachelor's degree in business administration or a related field.

## HOW TO APPLY

Interested parties should email [info@fasterpaymentscouncil.org](mailto:info@fasterpaymentscouncil.org) with the job title in the subject line.

Please customize your cover letter to explain how your professional experience is the right fit for this role; extra consideration will be given to those applicants who customize their cover letter and resume to demonstrate how their professional history is a fit for this role. The deadline to apply is July 19, 2019.