

Position Title: Vice President of Support
Reports To: President
Updated: April 2025
Employee Status: Full Time/Exempt
Directly Supervises: Manager of Compliance



Overview

Plan and maintain activities necessary to provide member credit unions with organizational, operational, informational, promotional assistance. Engage with credit unions on a regular basis to promote partnership with the KY Credit Union League.

Responsibilities

Support:

- Advise and assist member credit unions: (a) in the overall promotion, development and operation of the credit union; (b) in the establishment and operation of new programs or services; (c) in BSA training or other financial training. Maintain personal contact with member credit unions as desirable or necessary.
- Provide email, telephone and on-site assistance to member credit unions.
- Be familiar with all aspects of credit union operations; accounting procedures; laws, both state and federal; and regulations, both state and federal. Keep well informed on current developments or changes pertinent to the operation of credit unions.
- Maintain confidentiality of credit union data.
- Coordinate and promote credit union membership expansion programs.
- Facilitate and promote the use of Woods Rogers and Infosight as compliance resource tools in member credit unions.
- Be familiar with the services available through: (a) the League; (b) Thoroughbred Business Services (TBS); (c) America's Credit Unions; (d) TruStage; and (e) the NCUA; and promote those services when it would be beneficial to the credit union.
- Work alongside VP of Revenue to promote endorsed vendors and products. Maintain relationships with endorsed and prospective vendors. Supports VP of Revenue with sales calls, vendor demos and works to identify partnership opportunities.
- As needed, develop, implement, promote and conduct ongoing Bank Secrecy Act/Anti-Money Laundering training for credit union staff and volunteers. Review and keep informed on the

publication of new or revised federal laws and regulations affecting credit unions regarding the Bank Secrecy/Anti-Money Laundering Act. Maintain Bank Secrecy Act Compliance Specialist Certification through annual training, seminars, workshops, and meetings as necessary.

- Prepare such reports, surveys, statistical data or other information as may be required by member credit unions, the League, TBS, or as directed by Management.
- Keep Management fully informed on all trends, conditions or problems in credit unions and important matters or activities affecting the operation of the League and TBS; see that all funds, physical assets and other property of the organization are properly safeguarded. Maintain records of all travel and member contacts and submit such records and reports as required.
- Maintain such relations with other association, government and service organizations and vendors as are desirable or necessary in the best interest of the League and TBS, as specified by Management, and which conform to the objectives and policy of the organization.
- Attend and/or participate in conferences, training seminars, workshops and meetings when necessary, feasible, or as directed by the President. Attend League meetings as necessary or as directed.
- Provide the necessary liaison and staff support to the League and TBS Boards of Directors, Board committees and the Chapters to enable them to properly perform their functions and accomplish their objectives and projects.
- Travel as necessary to accomplish duties and responsibilities. Travel can be extensive for this position.
- Perform such other duties as may be assigned.
- Oversee and be the back-up staff for any Compliance issues that may arise.
- Attend chapter meetings and other educational forums to promote the use of League endorsed products. Assist chapter officials in conducting League sponsored activities to enhance the League and Chapter's overall image.
- Prepare and deliver custom support services directly to credit unions, as requested, including:
 - Conduct planning sessions as requested by credit unions.
 - Attend regular board meetings.
- Conduct cash audits as requested.
- Oversee the Compliance+ program.
- Oversee the Apprenticeship program
- Facilitate small CU Roundtable meetings as scheduled.
- Review prospective and manage existing service partner relationships to ensure effective and profitable support is provided to Kentucky credit unions.

- Negotiate advantageous contracts with service partners.
- Oversee and manage the operating budget for the Support division, including annual revenue projections, headcount requirements, and operating expenses, consistent with the overall consolidated budget and strategic plan.
- Assist the president in writing the Support division portions of the annual strategic plan.
- Prepare and deliver presentations on appropriate and timely topics to audiences such as the Board of Directors, credit union chapters, conferences, and other organizations.
- Act as the primary resource and primary contact for all Credit Union's compliance questions, operational issues, charter changes, bylaw amendments. Serve as liaison for Compliance Network, Collections Network, Small Credit Union Network and Loss Mitigation Group. Facilitate network meetings as needed. Review and keep informed on the publication of new or revised federal laws and regulations affecting Credit Unions regarding the Bank Secrecy/Anti-Money Laundering Act
- Lead on the provision of solutions to compliance and HR problems brought to League attention from Credit Unions through independent research and collaboration with compliance partners including Woods Rogers, InfoSight, and CU PolicyPro.

Supervisory Responsibilities

- Directly supervises one employee. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Qualifications

Required Skills and Qualifications:

- Bachelor's degree in business or a related field.
- A minimum of three years of credit union experience, or three years in a related field with equal responsibilities, is required.

Required Certifications/Licenses/Designations:

- Credit Union Compliance Expert Designation
- Insurance License: Life, Health, Property, Casualty
- Regulatory – demonstrates proficiency in reviewing and analyzing credit union call report data.
- Software Skills – Hubspot, Callahan's, NCUA database, Microsoft Suite

- Accounting Skills – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals is required; as is the ability to read and understand financial and statistical reports, compute rate, ratio, and percent and to draw and interpret bar graphs.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Be available to work irregular hours. Be willing to travel. Day travel is expected. Possess a valid driver's license and insurable at reasonable rates. Overnight travel is required.