

CAREER OPPORTUNITY

The **General Employees Co-operative Credit Union Limited (GECCU)**, the largest credit union in St. Vincent and the Grenadines, is seeking to recruit a qualified and experienced individual to join its leadership team as **Operations Manager**.

This position plays a pivotal role in driving operational excellence across the credit union's core service areas and oversees key functional areas - including Member Services, Insurance, Sub-office operations and Administration. The successful candidate will work closely with the Chief Executive Officer to execute strategic initiatives that enhance service delivery, improve operational efficiency, and support the credit union's long-term goals.

Duties include but are not limited to the following key responsibilities:

- Lead and supervise the daily operations of the Member Services, Insurance, Administration and Sub-office teams
- Implement systems and policies to enhance efficiency and service delivery
- Monitor service standards and support risk management practices
- Leverage technology to streamline operations and improve member experiences.
- Collaborate across departments to improve member satisfaction and operations
- Ensure compliance with internal procedures and regulatory requirements
- Evaluate sub-offices performance and guide improvement efforts
- Coordinate corporate events including Annual and Special General Meetings
- Support community engagement and strategic member outreach initiatives

Qualifications and Experience:

- **Education:** Bachelor's Degree in Business Management, Business Administration, or a related field
- **Experience:** Minimum of 5 years in the financial services industry, with at least 3 years in a senior management role; preferably in a retail financial environment

Competencies

- Strong business acumen, leadership and decision-making abilities
- Strong relationship building skills across departments and offices
- Proficient in process optimization and service delivery improvement
- Ability to lead, motivate and develop cross-functional teams
- Capable of managing timelines, logistics and follow up actions
- Demonstrated ability to adapt to evolving member and organizational needs
- Excellent interpersonal, communication, and problem-solving skills
- High integrity and a strong commitment to member service
- Proficiency in Microsoft Office and core operational systems

Remuneration:

Remuneration is aligned with the Management salary scale and is commensurate with qualifications and experience. A competitive benefits package is also included.

Application Process:

Applicants must submit the following documents:

- Proof of qualifications
- A detailed résumé
- Two letters of recommendation
- A letter of application addressed to:

The Human Resources Department

GECCU Limited
P.O. Box 1636
Halifax Street
Kingstown

Submit your application via email to: careers@geccu.com. Alternatively, applications may be delivered to the main office in Kingstown.

The closing date for receipt of applications is **June 2, 2025**. Please note that only shortlisted applicants will be contacted.