



Product Manager, EFT

(Remote PA, NC, or SC)

To apply

Please complete an application on Indeed at by [clicking here](#).

Description

The Product Manager is responsible for the successful development, marketing/sales and implementation of his/her product set. This includes the management of external vendor and reseller relationships. The product set includes ACH Audit, ACH Contingency, ACH Files & Returns, ACH Origination, ACH Settlement, Domestic Wires, International Wires, and other products as assigned.

This full-time position is work from home and can be based out of one of our four campuses. Candidate must reside within commuting distance of campus.

- Middletown, PA
- Pittsburgh, PA
- Greensboro, NC
- Columbia, SC

Requirements

The Position: The Product Manager is responsible for the successful development, marketing/sales and implementation of their product set. This includes the management of external vendor and reseller relationships. The product set includes ACH Audit, ACH Contingency, ACH Files & Returns, ACH Origination, ACH Settlement, Domestic Wires, International Wires, and other products as assigned.

Primary responsibilities include

- Collaborate with co-workers to structure and execute promotional sales strategies intended to increase the product set's market share and drive penetration with existing users. This may include planning efforts in conjunction with the marketing and business development director and strategic assistance to the corporate account managers.
- Work directly with members and clients, and in conjunction with corporate account managers, to effectively negotiate product set fees. This may include waiving implementation fees, short-term discounting of processing fees, service bundling and use of the corporate's incentive program for the attraction of new business and renewal of existing business.
- Manage relationships with external vendors critical to the organization's delivery of the product set, maintaining effective lines of communication that foster effective and supportive partnerships. This can include service on vendor advisory boards and assistance with the negotiation/re-negotiation of vendor contracts.
- Monitor external vendors for changes or enhancements that will impact the

7900 Triad Center Drive
Suite 410
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Middletown, PA 17057
(800) 622-7494
www.vfccu.org



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organization's delivery of the product set and offer effective internal communication with impacted parties to ensure uninterrupted member and client satisfaction.

- Assess competition, recommending changes to the product set as needed to keep pace with industry trends, including functionality, pricing and new offerings. This effort may include attendance to events and conferences that enable the product manager to remain current with opportunities to improve upon the product set.
- Monitor implementation timelines in order to effectively communicate directly to members and clients, as well as the corporate account managers, realistic implementation expectations during product set sales efforts.
- Monitor developments from the product strategies department, taking ownership of developments or altering/eliminating existing offerings as needed to ensure continued member and client satisfaction with the product set.

Seeking candidates with

- Bachelor's degree (B.A.) from four-year college or university; or three to five years' EFT/ACH operations experience and/or training; or equivalent combination of education and experience.
- Accredited Automated Clearing House Professional (AAP) certification preferred. The company will provide the resources and time necessary to obtain this certification.
- Microsoft Office Suite of applications (Outlook, Office 365, Word, Excel), general internet knowledge, accounting/general ledger and FRB services, Power Point, web presentation software (WebEx, BlueJeans, etc.). Knowledgeable in all EFT services applications.

Other Knowledge, Skills and Abilities:

- Public speaking; ability to conceptualize topics for presentations and organize/compile to create presentations covering various topics.
- Strong analytical, troubleshooting and problem resolution skills; understanding of electronic funds transfer services and operations
- Strong working knowledge of processing and regulations effecting wire transfers, automated clearing house (ACH), international payments and other electronic processing delivery channels.

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- Knowledge and understanding of compliance and legal requirements: NACHA rules, Anti-Money Laundering (AML), fraud risk, etc.
- Experience with online banking including bill payment processing and core system processing.

Work Schedule

Monday – Friday, 8:30 a.m. – 4:30 p.m.

Travel requirements

Some travel is required with this position. Travel may be out of state and/or require flying. The employee may be required to drive a vehicle to and from credit union locations.

Benefits

- Complete health benefits package (medical, prescription, dental, vision)
- Excellent 401(k) plan design
- Fully paid life insurance and disability benefits
- 11 paid holidays; 18 PTO days (PTO increases based on tenure)
- Community Volunteer Leave

The Company

Vizo Financial Corporate Credit Union's goals is to drive credit union success through proven EXCELLENCE, unmatched EXPERTISE and engaged PARTNERSHIPS. It is a state-chartered corporate credit union that serves CUSOs, leagues, chapters and more than 1,100 credit unions in the U.S. and Canada. Vizo Financial provides money management, payments, technology, risk management and people development solutions.

Vizo's story is simple, because we have only one simple goal: to help our member credit unions succeed. Join us to make a difference in the credit union movement. Stay because you are valued, respected, and cared for.

Why Should You Apply?

- Employee-focused company
- Competitive salary and benefits package
- Professional development opportunities
- Being a part of the credit union philosophy of "people helping people"

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