

Job Title: Director of Operations

Location: Kansas City

Company Overview:

Fidem Financial is an innovative leader in the financial services and asset management space managing our industry-leading platform to source, fund, acquire, and manage consumer loan receivables. Our leadership team is best-in-class with extensive backgrounds in credit portfolio transactions and management, having collectively completed over \$100B in card portfolio transactions. Fidem's team boasts more than 250 years of aggregate experience in all aspects of card portfolio management, including Operations, Marketing & Product Management, Compliance, Credit Risk, Card Conversions, and Vendor Oversight.

Position Overview:

We are seeking an accomplished and strategic Director of Operations to oversee and optimize our operational functions. In this leadership role, you will be responsible for ensuring the seamless execution of business processes, driving operational excellence, and supporting the company's growth and profitability objectives. You will lead cross-functional teams, collaborate with senior management, and implement best practices to maximize efficiency, productivity, and customer satisfaction.

Key Responsibilities:

- **Customer Service BPO Vendor Management:** Oversee and manage relationships with customer service BPO vendors, ensuring service levels, quality standards, and contractual obligations are met.
- **Back Office Supervision:** Direct and support back office supervisors in managing day-to-day operations, ensuring accuracy, efficiency, and compliance.
- **Agent UI Administration:** Administer and maintain agent user interfaces and tools, ensuring optimal usability, performance, and integration with operational workflows.
- **Process Development:** Lead the design, implementation, and continuous improvement of operational processes to enhance productivity, reduce costs, and improve customer experience.
- **Strategic Planning:** Develop and execute long- and short-term operational strategies to support business objectives and drive continuous improvement.
- **Resource Management:** Oversee scheduling, allocation, and utilization of materials, tools, and personnel to meet performance targets.

- **Performance Monitoring:** Establish and monitor key performance metrics, ensuring operational activities are efficient, timely, and meet quality standards.
- **Budgeting and Financial Oversight:** Work with finance and project management teams to develop and manage operational budgets, forecasts, and cost control measures.
- **Stakeholder Collaboration:** Partner with department heads, vendors, and external partners to ensure smooth operational workflows and execution of strategic initiatives.
- **Team Development:** Lead, mentor, and develop operations managers and staff, fostering a culture of accountability, collaboration, and continuous learning.
- **Compliance and Risk Management:** Ensure all operations comply with regulatory standards, company policies, and risk management frameworks.
- **Cross-Functional Support:** Work closely with HR, technology, marketing, and finance teams to align operations with broader organizational goals.

Qualifications:

- Bachelor's degree in Business Administration, Finance, or a related field (Master's degree preferred).
- 10+ years of progressive operations management experience, with at least 5 years in a senior leadership role within financial services or a related industry.
- Advanced project management and problem-solving skills, with a proven ability to drive operational excellence.
- Strong leadership, communication, and interpersonal skills, with experience managing cross-functional teams.
- Expertise in process improvement, resource allocation, and performance management.
- Proficiency in Microsoft Office and operational management tools.
- Experience managing customer service BPO vendors and supervising back office operations.
- Familiarity with agent UI administration and process development in a financial services environment.

- Experience with regulatory compliance and risk management in a financial services environment.

Why Join Us?

- Competitive compensation package with performance-based incentives.
- Health, dental, and vision benefits.
- Opportunity to work with a forward-thinking, innovative company at the forefront of financial technology.
- Flexible work environment with the option for hybrid work.
- A collaborative, supportive, and growth-oriented company culture.