

QCR Holdings, Inc.

Job Description

TITLE: Executive Vice President, Operations
DEPARTMENT: QCRH Operations
LOCATION: Quad Cities
REPORTS TO: QCRH President, CFO, & COO

JOB SUMMARY:

The Executive Vice President (EVP), Operations will define and deliver the overall strategy and direction for loan and deposit operations. This individual will be responsible for providing insight to executive leadership on key operational advancements and efficiencies with relevance to the business. Responsible for ensuring that holding company operations areas are providing agile, nimble, and exceptional service to bank staff and our clients.

ESSENTIAL DUTIES

1. Establish strategic direction for deposit and loan operations in alignment with organizational goals and objectives.
2. Develops and/or approves operations objectives, policies, and procedures. Collaborates with key stakeholders, line of business leaders, and other managers to drive operations across the company.
3. Reviews current key business processes and modifies them as necessary to ensure compliance with regulatory requirements and reflect operational excellence and a high level of organizational effectiveness.
4. Key member of Best-In-Class (BIC) Operations Council and Group Operations Executive Management Team, which may include the coordination and facilitation of these meetings.
5. Key member of M&A Project Team and will be responsible for due diligence and integration of targets.
6. Drive continuous improvement of processes, and coach others to build skills and improve efficiencies.
7. Enhances employee engagement and drive culture of recognition for excellent service and innovation.
8. Identifies, refines and develops team structure and goals, and ensures team is tracking to achieve goals.
9. Provides overall operational leadership to project teams and committees as assigned ensuring milestones/deadlines and reporting requirements are met.
10. Provides business analytics; reviews/analyzes metrics; identifies key insights and opportunities for improvements aligning with bank best practices.
11. Ensures areas of responsibility are in compliance with all bank regulations, local, state and federal law by developing and maintaining necessary internal controls and self-checks as required by SOX. Required to develop and maintain a working knowledge of all regulatory changes as they affect operations.
12. Maintains a consistent distribution of reporting as requested to include work plans, resource plans and status reports.
13. Maintain all budget targets.

QUALIFICATIONS:

1. 15+ years of related financial institution operations experience with an advanced knowledge of both loan and deposit operations functions, systems, policies and procedures in a multi-charter environment.
2. Minimum of 5 years in a senior leadership position
3. Bachelor's degree in Business or related field, or equivalent work experience
4. Intermediate knowledge of MS Office, including Word, and Excel with the ability to learn other job specific applications such as Signature, QCRH's Fiserv core operations system.
5. Excellent organizational skills.
6. Excellent interpersonal skills along with well-developed customer relations skills
7. Strong written and oral communication skills and ability to distill and convey information in a compelling manner.
8. Skilled at hiring and training key talent, building and retaining strong teams.
9. Experience building collaborative, trusting relationships and comfortable working with colleagues across a

range of locations and levels of expertise.

10. Business orientation and acumen with the ability to define and prioritize efforts based on business direction and needs
11. Skill in leading major initiatives, with a focus on executive-level presentation and cross functional and interdepartmental collaboration.
12. Skill in analyzing situations and applying critical thinking in order to resolve problems and decide on courses of action.
13. Ability to thrive in highly ambiguous environments and possess agility to work at tactical, strategic and operational levels.