



## **Bank Fund Staff Federal Credit Union Enlists Services of D. Hilton Associates in Executive Search for Chief Operations Officer**

**The Woodlands, Texas (August 2019)** – Bank Fund Staff Federal Credit Union, headquartered in Washington, DC, is searching for a seasoned Chief Operations Officer to join their team.

Reporting directly to the CEO, this role will drive operational excellence, strategic vision, and execution. Responsibilities include overseeing consumer and mortgage lending, a full-service call center, account operations and payments, including credit cards and fund transfers. Excellent operational and regulatory knowledge and application of these areas is required. Collaborating with the executive team and business units, this position will develop, lead, motivate, and inspire a culture that drives results and continuous improvement, as well as contribute to developing and executing strategic priorities. The ideal candidate will exhibit excellent skills to motivate, empower, and support others. A Bachelor's degree in Business Administration, Finance, IT, or related field is required, Master's degree preferred. A minimum of ten years operational executive leadership experience in financial services is required with at least five years lending (mortgage and consumer) experience is required, Finance and /or IT experience a plus.

### **About Bank Fund Staff Federal Credit Union**

Bank Fund Staff FCU (BFSFCU) is a full-service financial cooperative that was organized and chartered in 1947 as a trusted place for multi-cultured employees of the World Bank Group (WBG) and International Monetary Fund (IMF) and their families to save and obtain credit. With almost \$5 billion in assets, BFSFCU serves over 88,000 members worldwide and guides them in navigating unique and complex financial needs. Located in Washington, D.C., BFSFCU's three full-service branches are within WBG, IMF and IFC main headquarters. The main offices and a full-service Lending Center are conveniently situated near the Farragut West and Farragut North metro stations. Our mission and vision are based on our commitment to our "Service PACT" which places service to our members and to each other as a top priority. PACT signifies always being Proactive, Accountable, Connected, and Trustworthy.

### **About D. Hilton Associates, Inc.**

D. Hilton Associates, Inc. is one of the most recognized credit union consulting firms in the country. Our major practice areas are Executive Recruiting, Compensation Services, Retention & Retirement, Strategic Services, and Board Leadership. To date, D. Hilton has conducted over 3,000 successful searches for credit unions nationwide and has been employed by 95% of the largest credit unions in the country to fill senior executive management positions. For more information, please visit our website at [www.dhilton.com](http://www.dhilton.com).

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