

## **Management/Senior Executive - Job Standards**

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

### KNOWLEDGE OF WORK:

Thoroughly understands the mission, culture, operational functions and legal aspects of operating a organization in a contemporary environment

Uses formal training and experience to oversee one or more organization divisions/departments, and is chiefly responsible for the efficient and effective operation of those entities

Understands and practices modern management techniques (i.e., Team, TQM, empowerment, leadership) in obtaining the anticipated results

Is expert in at least one organization function (i.e., lending, accounting, data processing, marketing, etc.) and fully accountable for the successful operation of this function

### QUALITY OF WORK:

Is chiefly responsible for all compliance - human resources, regulatory , FASB, lending, etc.

Ensure that work defects are minimal through testing and internal audit processes

Sets an example for others in terms of productivity, efficiency and effectiveness

Establishes work standards for all jobs and functions and monitors conformance to requirements

### QUANTITY OF WORK:

Conducts scientific work measurement studies, specifies benchmarks for use of organization resources (physical, financial, human) to produce required units of work, and maintains compliance logs to monitor and correct deviations from standard

Maintains adequate capacity (staffing, computer, space) to handle traffic flow and demand on the service delivery system

### PROBLEM ANALYSIS:

Regularly examines, in detail, the operational policies and practices of the organization including the utilization of people and technology in the service delivery system

Develops cost/benefit reports on selected operational functions to determine the most efficient and effective methods of operating these functions

Involves others in problem analysis to build their problem-solving skills and methodology