Chief Administrative Officer (CAO)

Chemcel Federal Credit Union

Location: Corpus Christi, TX
Reports To: President & Chief Executive Officer
Position Type: Full-Time / Executive / Exempt

About the Role

Are you a high-impact executive who thrives at the intersection of strategic vision, advanced technology, and comprehensive risk governance?

We are seeking a visionary **Chief Administrative Officer (CAO)** to serve as a vital strategic partner to the President & CEO. In this role, you will provide strategic direction and oversight across our technology ecosystem, operational excellence initiatives, corporate risk frameworks, and physical footprint.

This role bridges high-level vision with daily execution, transforming strategic priorities into measurable initiatives, capital budgets, and high-performing team structures. You will lead the charge in creating a secure, compliant, highly resilient, and scalable operating environment that safeguards member data while driving a culture of continuous innovation, accountability, and sustainable growth.

Bring your expertise to a leadership team dedicated to moving forward, outperforming the market, and investing in the tools required to win. Submit your resume and leadership philosophy today.

Key Responsibilities

1. **Information Technology & Digital Ecosystem**
    - **Strategic Security Governance:** Provide executive leadership over information security programs, establishing a comprehensive cybersecurity strategy that aligns with risk appetites and ensures high system availability.
    - **Threat Mitigation & Infrastructure:** Direct advanced security monitoring, vulnerability testing, and server/cloud infrastructure lifecycle management to defend network environments and member data.
    - **eServices Evolution:** Guide the technology platforms supporting online/mobile banking and digital payment ecosystems to accelerate adoption and eliminate member friction.
2. **Operational Excellence & Vendor Governance**
    - **Vendor ROI & Optimization:** Oversee the credit unionwide third-party management program, leading high-value contract negotiations and platform reviews to cut redundant operational costs.
    - **Project Frameworks:** Direct standard project management and business analysis functions to bridge operational and technical teams, translating complex problems into on-time, on-budget strategic implementations.
    - **Data & AI Innovation:** Steer the responsible use of data analytics, business intelligence dashboards, and automation tools backed by targeted employee training frameworks.
3. **Governance, Compliance & Risk Management**
    - **Regulatory Navigation:** Oversee the compliance framework (including BSA/AML, privacy, and consumer protections), managing regulatory examinations and audit remediations.
    - **Risk & Control Infrastructure:** Execute a comprehensive ERM framework that identifies and mitigates financial, technology, and operational risks across lending, deposit, and servicing business lines.

- **Fraud Risk Management:** Analyze fraud loss patterns and establish key risk indicators (KRIs) to independently challenge and strengthen departmental fraud controls.

4. **Facilities & Corporate Footprint**
    - **Capital Asset Planning:** Direct multi-year capital expenditure planning, branch space-utilization assessments, and facilities budgeting to support market expansion [12:19 PM].
    - **Operational Continuity:** Supervise preventative maintenance schedules, lease administration, and physical branch security infrastructure to guarantee employee productivity and member safety [12:19 PM].
5. **Executive Leadership & Strategic Collaboration**
    - **Strategic Execution:** Participate directly in developing and executing the credit union's strategic plan; translate long-term goals into departmental initiatives, budgets, and milestones.
    - **Team Governance:** Build, develop, and hold accountable a lean, high-performing internal support team while optimizing organizational structures and human capital.
    - **Board & Regulatory Liaison:** Deliver clear, transparent, and actionable reporting to the President & CEO, Board of Directors, and regulatory agencies regarding operations, risk exposures, and compliance.

Qualifications, Education & Experience

- **Education Foundations:** Bachelor's degree in Business Administration, Information Technology, Risk Management, Organizational Leadership, or a related field required; **equivalent combinations of education and relevant progressive on-the-job experience will be highly considered**.
- **Advanced Degree:** Master's degree in Business Administration (MBA) or a related discipline preferred.
- **Executive Leadership Tenure:** Minimum of 10 years of progressively responsible leadership experience, including significant deep experience in senior management or executive leadership tracks.
- **Financial Services Context:** Credit union, banking, or broader retail financial services experience is strongly preferred.
- **Functional Versatility:** Demonstrated experience leading multiple functional areas simultaneously, managing comprehensive organizational change, and executing complex technology implementations or core transformations.
- **Audit & Exam Facilitation:** Experience coordinating independent third-party assessments, regulatory examinations (NCUA/State), or risk evaluations preferred.
- **High-Level Governance Interface:** Experience working directly with executive leadership teams, boards of directors, regulatory agency auditors, and external business partners preferred.

What We Offer

- Executive-level compensation package including competitive base salary, comprehensive benefits, and 401(k) match incentives.
- A collaborative, forward-thinking executive team dedicated to serving the Corpus Christi community.
- The autonomy to shape, modernize, and scale a unified administrative, risk, and technological division from the ground up.

To Apply:

If you are a collaborative leader capable of transforming complex systems into streamlined, efficient successes, we want to hear from you! Contact glenda.elsik@chemcel.org