

## Vendor Risk Manager

August 2021

### Company Description

Rochdale is an industry leader providing customized strategy and risk management services in the financial industry. Our industry consulting expertise and cutting-edge software, apogee iQ, is helping industry players navigate the complex and ever-changing risks present in today's marketplace. Built with modern features and functions coupled with intelligent module integration, apogee iQ is customized to specifically address the needs of the credit union industry. With this unique, integrated approach to software and services, Rochdale transforms risk and compliance burdens into a competitive advantage.

### Our Culture

Rochdale believes that its people are the foundation of success. On most days, working at Rochdale feels more like going to work with a big family. We are here to do a great job and have a good time while doing it! We value a good sense of humor, desire to innovate, and a "we're-in-this-together" attitude. And while we're driven to do great work, we also value work/life balance. We are passionate about this work, but we are also passionate about each other. We believe the relationships we build with clients are only as strong as those we maintain with each other. Finally, innovation is a core value as new ideas are not only welcome, but expected, from everyone.

### Job Description

The Vendor Risk Manager will lead and perform all areas of third-party risk management activities on behalf of financial institutions, with initial focus on learning internal processes and evaluating vendor due diligence documents, writing evaluation summaries, and completing vendor risk assessments. The Vendor Risk Manager will be the key internal and external contact and subject matter expert as well as the first point of escalation within the vendor management team for any complex issue needing resolution. The Vendor Risk Manager role should understand the operations of financial institutions and the critical regulatory requirements to building, assessing, and maintaining a strong vendor management program. An understanding of legal, contractual, regulatory, information security, risk management and operational assessments is necessary to excel in this role. This role requires a positive and growth-oriented attitude, proven leadership and problem-solving skills, attention to detail, initiative, passion for service, and strong oral and written communication skills.

We offer the opportunity to join a growing and evolving financial consulting organization to help promote and develop strategic and analytical solutions for our clients, and contribute to a culture that fosters teamwork, growth, and personal development.

### Job Responsibilities

- Conduct and lead all aspects of vendor risk management program over time

## Vendor Risk Manager

- Provide daily management and oversight of vendor management team (five to seven team members) and vendor management product
- Oversee and distribute daily work to vendor management team members
- Provide ongoing mentoring and training to vendor management staff by developing or identifying associated training and resource materials
- Accountable for strategizing with leadership team to identify ongoing efficiencies and new opportunities
- Accountable for monitoring and optimizing return on investment (ROI) of individual engagements by working closely with the leadership team
- Lead ongoing meetings with Vendor Management staff
- Work directly with clients, including:
  - maintaining a thorough knowledge of client-vendor relationships,
  - answering inquiries and providing guidance,
  - proactively providing updates,
  - acting upon requests, and
  - recommending Rochdale products and services when applicable
- Develop strong working relationships and maintain ongoing communication with clients, vendors, and teammates
- Review and assess key data and documentation regarding vendors and contract terms
- Evaluate, analyze, assess, and document third-party relationships and risks posed to the client, as well as mitigation steps taken to address stated risks
- Discuss and recommend evolving vendor management best practices with clients
- Seek to understand, evaluate, and offer solutions to improve client performance
- Coordinate, manage, and complete primary tasks and special projects with minimal oversight
- Identify organizational needs and voluntarily take on additional roles
- Leverage various system applications to track, manage and report on vendor management processes
- Prepare and present vendor management related information to clients and at industry conferences

### Qualifications

- Positive attitude and strong individual and team contributor
- Proven ability to build, lead, support and promote a highly effective team
- Seven years of managerial and administrative experience in vendor risk management
- Five years of supervisory experience
- Proficient in time management / prioritization of multiple responsibilities concurrently
- Proven ability to analyze documents and identify critical themes and highlights
- Familiarity with SOC reports, information security, financial analysis, business continuity and other relevant vendor information
- Strong written and oral communication (in-person and telephone) skills
- Detail-oriented

## Vendor Risk Manager

- Proficient in Office365 (Outlook, Word and Excel) and able to learn and leverage web-based vendor management software (apogee iQ™ and other web-based applications)
- Problem-solve, take initiative for projects and work independently with minimal supervisory oversight
- Inquisitive and professional growth oriented

### **Preferred Experience**

- Seven years or more experience in a financial institution or related industry, specifically in a vendor management, audit or similar role
- Five years of supervisory experience
- A solid understanding of vendor services and products provided to financial institutions
- A solid understanding of financial institution regulatory requirements

### **Benefits**

- Medical, dental and vision insurance
- Life insurance
- Short-term and long-term disability
- 401(k) retirement account, where company matches up to 6%
- Paid Time Off (PTO) and Holidays per company policy
- Remote working conditions