

## JOB DESCRIPTION

- POSITION:** EMPLOYEE SUCCESS MANAGER
- REPORTS TO:** EVP/STRATEGY
- WORK SCHEDULE:** Standard business hours, Monday through Friday, with a willingness to periodically monitor email and other applications during nonbusiness hours in case of a critical matter. Additional hours may be occasionally required in order to meet time-sensitive deliverables.
- JOB SUMMARY:** The Employee Success Manager (ESM) will lead Central Payments' employee recruitment, development, training, and performance management programs.
- WORK LOCATIONS:** Combination of Central Payments Offices in Sioux Falls, SD and Dell Rapids, SD. Remote candidates will not be considered.
- CONTACT:** Nikkee Rhody (nrhody@central-payments.com)
- ABOUT US:** Visit <https://www.central-payments.com/our-story> and [fallsfintech.com](https://www.fallsfintech.com)
- TO APPLY:** Visit <https://www.central-payments.com/careers>
- TRAVEL:** Post-COVID travel is expected to average 1-2 trips per year, ranging from 1-2 nights/trip. Employee will be expected to travel between Central Payments' offices in Dell Rapids and Sioux Falls, SD on a regular and published schedule.

### Qualifications:

- Bachelor's degree and at least 3 years of demonstrated advancement in human resources, organizational development, or a related field.
- Experience in the selection and ongoing administration of assessment tools and providing constructive feedback from the results of such tools.
- Professional certification in the field is a plus.
- Dynamic leadership skills and proven ability to motivate employees at any level of the organization.

### Key Responsibilities Include:

- Interact regularly with executive management to ensure people and culture remain key considerations in our strategy and growth plans.
- Create and deliver strategies for attracting and developing high performing people.
- Provide clear and effective counsel to management on personnel-related issues, including performance management, employee relations, organizational design, culture, and awards.
- Work closely with Central Payments' Culture Keepers group on employee recognition and social activities.
- Lead recruitment by understanding staffing plans, salary budgets, and the needs of each position.
- Ensure positions are marketed online in a manner that maximizes visibility to qualified applicants.
- Develop compensation strategies to ensure consistency across the organization.
- Maintain productive relationships with third party recruiting firms.
- Cultivate an active intern pipeline with local universities.
- Assist payroll department with functions as needed.
- Monitor market opportunities and advise accordingly on ways to add or enhance employee benefits options.
- Ensure job postings and associated position descriptions are up to date and relevant.
- Lead development of people by overseeing appraisal, succession planning and feedback processes to strategically map and deliver development requirements for the business.

- Maintain in-depth knowledge of legal requirements related to day-to-day management of employees, actively reducing legal risks and ensuring regulatory compliance.

### **Tips if You are Contacted to Interview:**

- To save some time, it's easier if you check in prior to visiting us by clicking on this [link](#). *NOTE: Due to health risks associated with COVID-19, suitable masks are required for any face to face contact with Central Payments staff and we will happily accommodate a video interview if you prefer.*
- We highly recommend that you take time to visit our website at [www.central-payments.com](http://www.central-payments.com) and our LinkedIn company page. There are informational videos and links to podcasts under the "Our Story" tab that will help you understand our company, our values, and our approach to "Making Financial Experiences Better"<sup>SM</sup>.
- Central Payments' primary business is establishing consumer deposit accounts, issuing incentive and rebate cards, and transferring/remitting funds via ACH and other means. Prepaid cards make up a significant portion of our business. If you are not familiar with prepaid cards, we recommend that you purchase a Visa, MasterCard or Discover-branded, general-purpose, reloadable prepaid card (not a gift card) at any retailer, load a small amount of money, register the account/activate the card, login to the account center online, and conduct transactions. While the card you purchase will likely not be issued by Central Payments, it will still help you understand the product in general, its features, and benefits.
- To better understand the traits we look for when interviewing candidates please visit: "[Is Central Payments a Fit for Me?](#)" and what it means to "[Be Essential](#)".