

JOB DESCRIPTION:**Fintech Program Manager**About the Role:

Piermont Bank partners with multiple players in the fintech ecosystem to enable innovators in launching new product and service propositions. This role will report to the bank's Head of Innovation and directly support the execution and scalability of Piermont's Banking as a Service (BaaS) and fintech business strategy. The ideal candidate is an obsessive go-getter who has expertise in fintech and the ability to quickly gain a deep understanding of a complex and rapidly evolving vertical. We are seeking a results-oriented individual who can independently manage multiple workstreams that involve both internal and external stakeholders.

Duties & Responsibilities:

- Own strategic relationships with Piermont's fintech partners and advocate for their success, serving as a liaison across internal and external stakeholders to enable scalable growth
- Lead various projects to enable further operational effectiveness around Piermont's BaaS platform (e.g., including API implementation and support)
- Establish accountability in key processes by creating performance metrics (KPIs) and monitoring tools to provide superior results across Piermont's fintech programs
- Ensure open and candid communication horizontally and vertically, as well as troubleshoot on behalf of the Innovation team, escalating key issues as needed.

About You:

- Strong knowledge of project and program management
- Exceptional analytical and problem-solving skills and strong relationship management skills
- Ability to deal with competing priorities and exacting expectations.
- Self-starter, motivated, independent, versatile team player who works well under pressure across a diverse group of stakeholders.
- Strong verbal and written communication skills, interpersonal skills, and professional presence.
- Ability to easily convey complex information between the business, Information Technology, and the bank's technology and API partners.
- Proven ability to design, monitor, and test effectiveness of policies, procedures, and internal controls which are designed to assess Piermont's and fintech customer/partner's compliance with applicable regulatory requirements.
- Relevant full-time work experience, ideally in operational roles within fintechs, banks, or other financial services companies.
- Start-up compatibility, hands-on mentality, integrity, and reliability.
- Prior operating experience at a high-growth company or start-up.
- 3-5 years relevant work experience, ideally in a fast-paced environment in fintech or banking.
- Bachelor's degree or equivalent.

Piermont Bank is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We do not discriminate based upon race, religion, color, national origin, political affiliation, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability or other applicable legally protected characteristics.