



Synovus is – and always has been – a place where business is personal. While we have different names in different places, we are one company – Synovus. We have the strength of a major financial institution while maintaining the personal relationships you’d expect from your bank around the corner. From everyday banking to corporate services, Synovus is **the bank of here.**

Synovus began with a single act of kindness in 1888, and our passion for serving others has been growing ever since. Our roots run deep in all of the communities we serve, and we are committed to helping friends, neighbors, and customers alike achieve their goals.

Synovus is currently recruiting for this wonderful employment opportunity located at its **Columbus, GA** location:

Job Title: Card Services Program Manager

Job Summary: Manages, leads, and organizes diverse and complex programs/projects for Card Services Operations, which include activities associated with credit/debit card product and technology initiatives, process re-engineering, and establishment of control procedures. Delivers program outcomes and executes tactical plans within time, cost, quality and customer satisfaction parameters in support of strategic initiatives. Works with the Retail Banking business team and other key stakeholders to ensure collaboration in all activities related to credit/debit card product programs.

Job Duties and Responsibilities: Ensures predictable, consistent, and successful program delivery.

Provides a holistic view of the overall program to the organization and all stakeholders. Exhibits proactive planning activities, including defining the overall scope of the program; creating and maintaining a consolidated timeline/schedule highlighting major milestones and associated dates for program activities; and identifying and communicating program/project dependencies and impacts.

- Engages in programs initiating activities such as identifying stakeholders, program management approach, and defining roles and responsibilities. Puts mechanisms in place to ensure on-going control of the program including communication plan, risk management, issues management, and change control.
- Defines program governance outlining roles and responsibilities, decision rights, and clearly defined escalation path. Ensures success criteria is defined upfront to promote alignment and actively manage to expected program outcomes. Takes action when changes in program impact other business priorities. Uncovers and takes action on hidden problems and risks.
- Keeps all stakeholders engaged in the program, aligned on expected outcomes and informed about

what is occurring throughout the program. Communicates the program's progress on an on-going basis, ensuring transparency throughout the program life-cycle. Provides leadership and key stakeholders with the information and venues to make effective, timely decisions.

- Formulates and gains alignment on end state vision and roadmap for program. Achieves business outcomes and stakeholder satisfaction. Identifies opportunities and gains organizational support for strategic initiatives critical to driving the program. Provides a holistic view by coordinating with and monitoring all impacted business processes from initiation to delivery. Facilitates alignment and approach for all related business areas to meet objectives. Provides input and justification for project costs and budget impact.
- Implements a program communication strategy to drive awareness of the program and organization value. Works closely with management and senior management across the organization soliciting program/project support and resources. Provides a compelling reason to increase understanding and agreement. Highlights program successes to generate buy-in.
- Works closely with Card Services Operations management to periodically review customer accounts to determine actual performance to program/project plan and card services program implementation. Prepares monthly Card Services program scorecards for management review and presentation to Retail Banking business unit stakeholders.
- Each team member is expected to be aware of risk within their functional area. This includes observing all policies, procedures, laws, regulations and risk limits specific to their role. Additionally, they should raise and report known or suspected violations to the appropriate Company authority in a timely fashion.

Required Knowledge, Skills, & Abilities: Minimum Education: Bachelor's degree in business administration or a related discipline.

- Minimum Experience: Five years of senior project or program management and/or relevant consulting experience in the credit/debit card or financial services industry OR an equivalent combination of education and experience.
- Required Knowledge, Skills, & Abilities:
 - Knowledge of project and program management processes and methodologies as well as project lifecycle.
 - Knowledge of project and program management concepts that facilitate the achievement of business objectives ensuring predictable, consistent, and successful program delivery.
 - Broad knowledge of Synovus key functions and card services operations.
 - Practical knowledge of technology used to support card products and
 - Good understanding of card services industry market trends and competitors.
 - Strong quantitative, analytical, and project management skills.
 - Strong presentation and facilitation skills.
 - Proficiency with Microsoft Office software programs, including Excel and SQL

Preferred Knowledge, Skills, & Abilities: Project Management Professional (PMP).

If you're interested in this employment opportunity or you know someone who is interested, I encourage you to apply to this opportunity by visiting www.Synovus.com or by emailing your resume to my attention at EricFowler@Synovus.com