

EXECUTIVE POSITION PROFILE

Vice President, Nationwide Multistate Licensing System (NMLS) Business Services



Conference of State Bank Supervisors

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I. Position Description

Summary

The Conference of State Bank Supervisors (CSBS) created the State Regulatory Registry LLC (SRR), as a limited-liability company, in cooperation with the American Association of Residential Mortgage Regulators (AARMR). SRR's purpose is to develop and operate nationwide systems for state regulators in the financial services industry. The Nationwide Multistate Licensing System (NMLS) web-based software and program was developed on behalf of state financial services regulators. SRR's gross revenue exceeds \$65 million and has a staff of 44 people.

The Vice President for NMLS Business Services has primary responsibility for administering and directing the NMLS program and business operations. The position will manage and support a highly qualified professional team, which has business ownership responsibilities for NMLS program activities. The Vice President's overall responsibilities include organizing and implementing a program administration and policy making process that effectively incorporates state and federal regulatory stakeholders, as well as industry licensees and advisory groups, to create policies and practices that direct NMLS operations in support of CSBS' Strategic Plan.

Essential Duties and Responsibilities

- Provide leadership in defining the role of the NMLS collaborative system of supervision in the daily work of state regulators, federal agencies, and industry licensees/registrants, balancing the work of sovereign regulators in adhering to their laws against the value of best practices applied at a nationwide level. Able to translate general and sometimes vague or disparate ideas into concrete policies, processes, and plans of action. Be an advocate for the idea that good process results in good outcomes.
- Provide leadership, management, and policy direction to a staff of professionals responsible for identifying, developing, and directing the implementation of NMLS policies and enhancements. Manage a policy governance process from end-to-end that includes the facilitation of numerous committees and working groups of external stakeholders, internal vetting, decision-making, documentation, and communication to all stakeholders. Take ownership of the daily management of issues that staff are working on and provide reports to senior management.
- In conjunction with the Senior Vice President, develop long-term strategic plans, consistent with the CSBS strategic plan, to enhance NMLS as a supervisory tool for state and federal regulators of financial services. Lead the identification and management of annual initiatives in support of this plan.
- Provide administrative leadership, working with business owners across the State Regulatory Registry (SRR) to track, evaluate, and enhance NMLS programs. Prepare and present reports to senior management and CSBS boards of directors.
- Ensure effective communication with all NMLS stakeholders, including state regulator users, federal agencies, licensees, registrants, Mortgage Loan Originators, and other industry representatives. Communications will include formal emails, conference calls, webinars, website postings, and newsletters. Responsible for ensuring that communications reach affected parties.
- Manage the stakeholder input and public comment process for NMLS, ensuring adherence to the policies and processes established by the NMLS Policy Committee and providing all stakeholders an opportunity to provide input on major system policies.
- Promote clear and consistent writing of issue papers and policy documents that objectively and succinctly reflect the complexity and trade-offs associated with major issues and accurately reflect the decisions of working groups and committees. Ensure that the written work product emanating from all staff meets the highest standards of quality.

- Lead discussions with NMLS users to determine priorities in terms of system enhancements and work with CSBS IT to ensure the enhancements are implemented in such a way as to meet regulatory goals, adhere to system operating principles, balance various user concerns, and promote transparency in processes.
- Troubleshoot conflicts and facilitation issues, both among internal staff working on NMLS and external NMLS stakeholders.
- Work with SRR senior management to establish and pursue the long-term objectives for NMLS and track progress towards these objectives.
- Maintain systems that track policy issues, housing policy and other supporting documents such that they are accessible to SRR staff and NMLS stakeholders.
- Prepare and deliver presentations concerning NMLS functionality and policies.

Supervisory Responsibilities: Team Position Titles

- Senior Director Policy (2)
- Director NMLS Policy
- Director Policy
- Manager NMLS Communications
- Director Data Analytics Product
- Manager Data Analysis
- Director SRR Policy

Position Reports to:

Senior Vice President, Policy & Data Analysis

Required Qualifications and Experience

- Bachelor's degree required. Master's degree in Public Administration (M.P.A.), Master's in

Business Administration (M.B.A.), or other relevant advanced degree strongly preferred.

- A minimum of 15+ years of government (such as federal or state regulation or administration), financial services, or other relevant experience.
- At least seven years of staff and team leadership and management experience.

Key Skills and Abilities

- Demonstrated experience developing, implementing, and communicating regulatory policies.
- Demonstrated experience in nationwide program administration.
- Strong facilitation skills with a demonstrated ability to manage groups on conference calls and in-person meetings to drive to actionable conclusions while at the same time giving all an opportunity to provide input.
- The ability to listen reflectively.
- The ability to speak so that you are heard and write so that you are read.
- Able to manage and lead a team of highly-skilled professionals working on multiple projects at once with the necessary attention to detail and organization to track output and communicate reports effectively to the Senior Vice President.
- Consultative working style, able to effectively interface with various parts of the organization with different goals and communication styles.

Working Conditions and Travel Requirements

- Office environment
- Occasional travel outside Washington D.C. area (5-10 days per quarter)

II. Organization Review

About Conference of State Bank Supervisors (CSBS)

For more than a century, CSBS has been the professional association of state officials responsible for chartering, regulating, and supervising the nation's state-chartered banks and state-licensed branches and agencies of foreign banks. CSBS has given these state supervisors a national forum to coordinate supervision and develop policy related to their regulated entities. The association also provides training to state banking and financial regulators and represents its members before Congress and the federal financial regulatory agencies.

State regulators supervise approximately 5,000 state-chartered financial institutions with more than \$4.9 trillion in combined assets. Further, most state banking departments oversee mortgage providers and many other financial services providers, such as money services businesses (MSBs), payday lenders, check cashers, and finance companies. State regulators license more than 16,000 mortgage companies, almost 132,000 individual mortgage loan originators (MLOs), and more than 138,000 additional non-depository financial services providers across the nation.

Similar to federal financial agencies, CSBS invites bankers and other financial service industry professionals to participate in the organization in an advisory capacity. These advisory groups promote communication between state regulators and their supervised industries and provide industry perspective on issues of interest to the state regulatory system.

Vision & Mission

The vision of CSBS is to be the recognized leader advancing the quality and effectiveness of regulation and supervision of state banking and financial services. Its mission is "CSBS supports state regulators in advancing the system of state financial supervision by ensuring safety, soundness, and consumer protection; promoting economic growth; and fostering innovative, responsive supervision."

About NMLS and SRR Governance

NMLS began operations in 2008 as an online supervision system for participating state agencies using a single set of uniform applications. Non-depository companies, branches, and individuals in the mortgage, consumer lending, money services businesses, and debt collection industries may apply for, update, or renew licenses online. Mortgage loan originators employed by insured depository institutions are also registered through NMLS. The system brings greater uniformity and transparency to these non-depository financial services industries, while maintaining and strengthening the state's ability to monitor these industries and protect their citizens. In 2009, SRR launched NMLS Consumer Access, an online public database which discloses the licensing information of firms and individuals, along with information on state enforcement history.

The SRR Board of Managers is composed of eight state regulators, including the chairman of the CSBS Board of Directors, who serves as an ex officio, non-voting member.

NMLS Annual Conference

The 9th Annual NMLS Conference & Training was held February 13-16, 2017 in Austin, Texas. State and federal regulators and financial services licensees of all types attend the Conference, which provides an invaluable exchange of information among both new and experienced NMLS users on system and regulatory compliance issues that affect their organizations. The Conference includes general sessions and separate breakout sessions on topics, experience levels, and issues relevant to attendees.

CSBS Strategic Objectives 2015-2018

Objective 1: Bank Regulation and Supervision

- Promote right-sized regulation and supervision of banks consistent with their size, complexity, overall risk profile, and risk to the financial system.
- Develop appropriate legislative, regulatory, and supervisory solutions. Equip state supervisors to challenge the inappropriate or disproportionate application of federal regulation.
- Promote the role of state agencies to differentiate them from federal regulators.
- Support the role and value of banks in the community and economy.

Objective 2: Non-Bank Regulation and Supervision

- Facilitate an effective system of non-bank regulation and supervision, ensuring consumer protection and access to necessary financial services and credit.
- Coordinate the role of the states and the appropriate federal agencies.
- Advocate, communicate, and highlight the roles of state agencies.
- Provide support for the activities of the state system.

Objective 3: Education and Professional Standards

- Educate and inform examiners, the public, government officials, and CSBS stakeholders.
- Instill confidence among stakeholders and the public in the state system of financial regulation by enabling high-quality state agency licensing, exam, and management staff through training, certification, and accreditation.

Organizational Culture

The CSBS and SRR have an incredible culture that helps attract and retain talent to the organization. Key words that describe the culture are positive, entrepreneurial, and quiet celebration as a service provider with an important social and public policy mission.

Staff Leadership

John W. Ryan

CSBS President and CEO

State Regulatory Registry (SRR) Leadership

■ Bill Matthews

CSBS Executive Vice President / President, SRR

■ Tim Doyle

Senior Vice President, Policy & Data Analysis

■ Pete Marks

Vice President, Mortgage Testing & Education

■ Vickie Slater

Senior Vice President, Operations

Location

The CSBS headquarters office is located at 1129 20th Street NW, Washington, DC. On the Red Line, the office location is 3/10 mile from the Farragut North Metro Station and 1/2 mile from the Dupont Circle Metro Station. On the Orange, Blue and Silver lines, CSBS is located 1/2 mile from both the Foggy Bottom and Farragut West Metro Stations.

Web Presence

The Conference of State Bank Supervisors and State Regulatory Registry (SRR) can be found online at: www.csbs.org. The organization has additional online presence on LinkedIn and YouTube.

III. About Vetted Solutions

Vetted Solutions is a Washington, D.C. based executive search firm specializing in association, nonprofit, and hospitality/destination marketing community recruiting and consulting. We focus on senior staff and CEO positions.

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