



Position Description

Salary Grade: _____
Exempt: _____
Non-Exempt: X

POSITION TITLE: Operations Specialist

CORPORATE TITLE (check one): None X AVP _____ VP _____ SVP _____

POSITION REPORTS TO: VP & Asst. Operations Manager

Major Responsibilities

- The Operations Specialist will support all aspects of day-to-day back-office operations.
- This position will also include customer service functions and clerical tasks, supporting all products.
- General tellering/paying and receiving duties.
- Provide customer support and assistance for online banking and remote deposit capture.
- Open all types of new accounts and complete documentation for signer changes or entity updates.
- Job duties will encompass many different operational duties for the bank and will require strong multi-tasking abilities.
- General administrative support and special projects as directed by the Assistant Operations Manager or the bank's senior officers.
- Other duties and tasks as assigned.

Essential Duties and Responsibilities

- Follow established operations procedures and controls including all regulatory requirements. Responsible for accurate and timely posting, settlement and reconciliation of wires.
- Perform various certifications, audits and other one-over-one reviews or check-backs as needed.
- Respond to client inquiries, questions, and issues with regards to the daily operational activities. Use sound judgment and refer questions and concerns to Operations Management when appropriate.

Supervisory/Management Responsibilities

- None

Education/Experience Requirements

- Minimum High School Diploma or equivalent.
- Previous banking experience preferred
- New accounts and teller experience required
- Wire transfer processing experience
- Knowledge of compliance and regulatory guidance
- Good initiative with the ability to work independently
- Strong organizational and time management skills.
- Accuracy and attention to details.
- Computer skills - Excel, Word, and general systems.
- Strong written and verbal communication skills.

Working Conditions/Physical Demands

- Works in an office environment requiring the use of office equipment, such as personal computers.
- Customer contact is primarily by telephone, FAX and by electronic mail.