



## OPERATIONS SPECIALIST

<b>TITLE:</b> Operations Specialist	<b>REPORTS TO:</b> Operations Supervisor
<b>DEPARTMENT:</b> Operations	<b>FSLA:</b> Non-Exempt
<b>JOB SUMMARY:</b>	
Performs a variety of duties in Operations in support of retail, loan and deposit operational personnel. Provide back up to all positions within the Operations area.	
<b>EXAMPLES OF KEY DUTIES:</b> <i>(Duties are illustrative and not inclusive and may vary with individual assignment.)</i>	
<ul style="list-style-type: none"><li>➤ Process, maintain, and verify maintenance of ACH, Wire Transfers, ATM/Debit Cards, Document Imaging and all Online Banking products.</li><li>➤ Verify all new CIF and Account information for accuracy and proper documentation.</li><li>➤ Scan and/or review all documents, agreements, and maintenance back up into Synergy.</li><li>➤ Work with Operations Supervisor and staff as necessary for all program enhancements and annual releases</li><li>➤ Provide Branch and Call Center support for customer problems, balancing problems and various other problems</li><li>➤ Work on special projects as assigned. Such projects will<ul style="list-style-type: none"><li>➤ Increase bank efficiency</li><li>➤ Provide more employee or customer functionality</li><li>➤ Provide consistency in processing by developing written procedures which may be used in many areas of the bank</li></ul></li><li>➤ Perform functions of the Senior Associates as required for back up.</li><li>➤ Responsible for complying with internal procedures and operating in a manner to meet statutory and regulatory requirements.</li><li>➤ Performs other various duties as assigned.</li></ul>	
<b>QUALIFICATIONS:</b>	
<b>Education and Experience:</b> <ul style="list-style-type: none"><li>• High school diploma or GED</li><li>• 3-5 years of relevant deposit operations experience preferred</li></ul>	

The above statements are intended to describe the general nature and level of work performed rather than an exhaustive list of all duties and responsibilities and skills required for the position. The Job duties may be changed at any time at management's discretion. The job description is not intended to create an employment contract of any kind.



**Required Skills:**

- Computer skills (e.g., Microsoft Office, Excel, Word and Office 365)
- Strong analytical, technical and problem-solving skills
- Self-motivated with attention to detail and project oriented
- Excellent communications skills, speaks clearly and persuasively
- Sound judgement – willing to make accurate and timely decisions
- Plans and organizes time according to priorities and work plans for efficient use of time.

**PHYSICAL DEMAND AND EQUIPMENT USED:**

- Must be able to sit, walk or stand for extended periods.
- Must be able to travel to branch locations.
- Must be able to travel for business related matters.
- General Office environment
- General Office equipment

**LAST UPDATED: January 2019**

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