

**JOB TITLE:** Operations Support Specialist**STATUS:** Non-exempt**REPORTS TO:** TM & Banking Application Officer

**MISSION:** Under general supervision of the Treasury Management and Banking Application Officer, responsible for various aspects of Deposit Operations and Treasury Management. Provides internal teammates and external clients high quality client service and information support in a timely and effective manner ensuring compliance with Bank policies and procedures and industry regulations.

**INTENT:** Operations Support Specialist is a position that supports the Deposit Operations Officer and Treasury Management Officer. Incumbent has broad experience and knowledge and is responsible for support of treasury management, deposit operations, and deposit application processes and systems. This position is a combined back office technical and front line service focus. Incumbent may be responsible for more internal support of treasury management applications and external support and client facing applications.

**PRINCIPAL ACCOUNTABILITIES:**

**Business Online Banking Support:** Primary contact for internal and external clients for support of online banking and treasury management services. Includes but is not limited to, set up of new online banking clients, accounts, treasury services and related products. Works closely with external clients to resolve challenges associated with online banking and treasury management services. Also includes maintenance of the business online client listing and tracking to ensure proper annual reviews are performed by the branches.

**Deposit Operations Support:** Provides support in key branch operations duties as directed, including but is not limited to, returns, chargebacks, Reg E claims, report review, answering account opening and maintenance questions, assisting with branch electronic banking questions and other branch operations support as needed.

**Reporting:** Reviews and delivers relevant reports to staff, senior management, and clients as directed.

**Electronic Banking and Client Service Support:** Establishes rapport and professional relationships with internal clients using effective listening and communication skills to assist branch staff with their servicing of clients' electronic banking needs, processing of transactions, establishment of new accounts, servicing of existing accounts, etc.

- For more urgent branch support instances (when a client is present or otherwise actively awaiting a response), prioritizes assisting of branch staff in the resolution of immediate client concern/meeting of client need.
- For less urgent branch support instances (when a client is not present or otherwise actively awaiting a response), provides timely responses to internal client questions, which may include reference to branch resource materials, additional training or background information.
- Through assisting of staff, identifies gaps in branch support resources related to electronic banking, additional training needs, potential changes in process flow, or additional opportunities for support.

**Community:** Assists in the Bank's support of positive development in our communities.

- Personally participates in community events as appropriate.
- Assists in the Bank's participation in community activities.

**Compliance and Loss Prevention:** Assists in the Bank's compliance with all federal and state laws and regulations related to functions assigned, as well as working to limit the Bank's loss exposure arising in the course of business.

- Responsible for familiarity with all federal and state laws and regulations in the deposit area.
- Performs assigned duties within defined compliance policies and procedures.
- Completes all assigned compliance training in accordance with designated schedule.
- Ensures that all security and confidentiality procedures are followed according to the Bank's policies and procedures, and regulatory requirements.
- Identifies fraudulent and suspicious activity to prevent potential losses to the Bank. Takes appropriate action and notifies supervisor and/or BSA Officer in a timely manner.

**Interpersonal/Team Skills:** Establishes and maintains effective rapport within the branch as well as with other internal/external clients, vendors, management, etc., to ensure quality services and products.

- Keeps manager informed of potential internal and/or external client concerns, system limitations, etc. Ensures manager is informed of any potential impedance to the performance of assigned tasks. Solicits help and input as necessary.
- Negotiates and resolves conflicts regarding work assignments, communicating problems, suggestions, etc., to manager as appropriate.
- Participates in work unit or Bank activities that enhance the efforts and goals of the Bank and/or team.
- Contributes to teamwork by taking the initiative to assist co-workers, actively participating in staff meetings, suggesting productivity improvements, complying with

attendance and other human resource policies, and being pro-active in problem resolution.

- Always represents the Bank in a professional manner in both appearance and behavior.

**Minimum Job Requirements:**

- Position typically requires course work or experience equivalent to a related degree and 2-4 years of related work experience.
- Effective written and verbal communication skills and basic math skills.
- Previous banking/financial experience and/or successful retail sales background desirable.
- Solid knowledge of Bank products and services and effective listening/probing skills in order to identify client needs and effectively match with Bank products and services.
- Outgoing, client service/sales oriented professional demeanor.
- Demonstrated effective time management skills. Ability to work effectively in a team environment and accomplish work assignments under tight schedules.
- Regular attendance required.
- Ability to meet bonding requirements for employment purposes.

**Scope of Responsibility:** The incumbent performs assigned work. The nature of the work is such that failure to perform satisfactorily has a clear impact on operations, schedules or unit performance.

**Internal Contacts:** This position has contacts with: senior management, officers or officials; managers, professional employees, or program administrators; and non-managerial employees. Internal contact involves exchanging of information and ability to teach new or existing processes to others.

**External Contacts:** This position has contacts with: business or professional representatives of outside groups, agencies, or organizations; outside clerical, production, or service employees or job applicants; and business or professional representatives of client or competing organizations or governmental enforcement agencies. External contact involves explanation and discussion of complex information through the use of human relations skills and exchanging information.

**Physical Requirement:** The essential functions of this position require the ability to lift and carry up to 40 pounds. Boxes and supplies may be lifted on and off counters, tables, desks, and shelves up to a height of 6 feet. The work requires the ability to operate office machines and equipment, such as personal computers, printers, copy machines, fax machines, calculators, and telephones. The work requires the ability to communicate



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clearly with clients, coworkers, and others in person and on telephones. Work activities involve combinations of sitting/standing for extended periods, lifting, and carrying.

The emphasis on the communication process, computer skills, and travel to other facilities throughout the Bank's service area indicate that the responsibilities could not be performed by people with severe restrictions in sight, hearing, speech or physical mobility.

The statements contained herein reflect general details as necessary to describe the principal functions for this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

EMPLOYEE SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

MANAGER SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_