



**Position** | Operations Coordinator

**Classification** | Non - Exempt, Full-Time

**Posted** | 03/20/2019

**Location** | Albuquerque

### **Summary**

The Operations Coordinator monitors and resolves issues related to customers' daily banking transactions, and provides secondary-level support to the Customer Service Representatives (CSRs) and the Operations Team. Furthermore, the Operations Transaction Specialist assesses the impact of rejected, unposted and overdraft items to customer accounts and the bank's internal general ledger.

### **Essential Functions**

- Review and analyze daily reports to locate outages within the bank's general ledger
- Identify the root cause of outages, provide potential solutions, and participate in decision-making.
- Reconcile assigned general ledgers daily
- Assists customers and Bank Officers with routine account-related requests such as: funds transfers, stop payments, inquiries about bank deposit products and service charges, inquiries about checking and savings accounts transactions, inquiries about funds availability, and check verification requests by third parties.
- Monitor and report Customer accounts with insufficient funds
- Analyze OD and NSF service charges placed on customer accounts
- Process NSF and Unposted Items
- Perform customer requested research, including printing statement and check copies
- Balances and reconciles various bank accounts
- Completes and files various bank reports on a quarterly basis
- Assist customers with Internet Banking issues or requests
- Support the outgoing/incoming Wire Processing Team
- Participates in training seminars in all operations areas
- Performs other job duties as assigned with in the Operations Department

### **Competencies**

- Comply with bank regulations; maintain above average performance in all areas of compliance
- Effective/strong written and verbal communication skills
- Ability to deliver a high level of responsiveness and "above average" customer service to external/internal customers
- Strong Analytical Skills



### **Required Education and Experience**

- High School Diploma or GED required
- One or more years of banking or financial experience
- One or more years of customer services experience.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change depending on qualifications.