



Position | Operations Manager

Classification | Exempt, Full-Time

Posted | 11/19/2018

Location | Albuquerque, NM

Summary

The Operations Officer is responsible for managing the bank's internal Operations and Customer Support Team. It is the Operations Officer's duty to ensure all customer and branch related processing requests are completed accurately and efficiently.

Essential Functions

- Manage the Bank's Operation Team
- Develop and implement policies and procedures
- Identify and mitigate operational risks
- Produce and approve weekly time labor and department expense reports
- Ensure department complies with all industry regulations
- Provide documentation for internal and external audits
- Initiate and manage all projects within department
- Effectively communicate with staff regarding operational changes and updates
- Establish priorities and develop department goals.
- Adequately and efficiently respond to all legal requests in relation to Summons, Warrants, Levies, Garnishments, and Reclamations
- Assist in resolving customer problems beyond the supervisory level in all operational areas
- Monitors and approve Internet Banking transfers daily
- Oversees and maintains the administration of the Debit and ATM card programs
- Monitor's Regulation E disputes and adjustments for the bank's customers
- Reviews the disposition of the daily customer overdraft report
- Participates in monthly Branch Manager and Committee meetings
- Performs daily, weekly, monthly and quarterly reporting required of the Operations Department and Board of Directors
- Participates in training seminars in all operations areas.
- Oversee and review of the security of consumer information.



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

- Bachelor’s Degree
- Five to eight years of banking or financial experience
- Two or more years’ management 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.