



Savings Bank
OF MENDOCINO COUNTY
Member FDIC

Job Description

Job Title: Operations Officer

Department: Branch Assigned

Reports To: Branch Manager

Salary Grade/Salary Range: 10 (\$3616-\$5776)

Revision Date: October 2012

Position Summary

Under the direction of the Branch Manager, supervises staff members associated with the CSR and Assistant Customer Service Supervisor positions in the branch. Effectively manages staff to follow the Bank's Customer Service Standards, be accurate in cash handling, and receive positive audits while maintaining a positive and productive work environment. Conducts performance reviews and recommends salary adjustments for staff members he or she oversees. Is the acting manager of the branch in the absence of the Branch Manager. This is an exempt position.

Essential Job Functions and Responsibilities

- Regular and predictable attendance and punctuality.
- Open and close the branch, as needed.
- Perform all CSR and New Account Representative duties.
- Supervise CSR staff, ensuring adherence to bank policies, procedures and standards.
- Schedule shifts, lunches, breaks and time off for optimum customer service.
- Assist in training new employees.
- Provide staff with on-going training through staff meetings or one on one coachings.
- Delegate duties to staff and review work for accuracy and understanding.
- Resolve customer complaints satisfactorily.
- Operate a teller window and/or function as X-box custodian as assigned.
- Prepare weekly incoming/outgoing cash shipments to Head Office, according to schedule.
- Work with Branch Manager to promote a positive, enthusiastic work environment towards excellent Customer Service and harmonious Employee Relationships.
- Function as Bank Secrecy Officer Alternate and complete daily BSA reporting and compliance checks.

- Prepare and review Branch Certifications in rotation with Branch Manager.
- Ensure all operational duties such as cash advances and official checks verification are completed on a daily basis.
- Ensure that courier bag schedules are being met.
- Refer Legal Process requests to Head Office, per written instructions.
- Monitor proof corrections, teller corrections and Combined Reconciliation daily; work with staff to resolve out of balance situations and to improve accuracy as needed.
- Maintain Branch operational files according to retention and compliance guidelines.
- Communicate effectively with the Branch Manager regarding all Branch operations including employee performance issues.
- Provide back up for all Branch Manager duties when necessary.
- Write performance reviews, counseling documents and quarterly coachings within prescribed deadlines for timeliness. Deliver to staff members as necessary.
- Provide coaching, regular feedback and counseling to employees as necessary.
- Complete daily attendance sheet and daily EmpowerTime entry by established deadlines.
- Cooperate with and complete assignments associated with internal and external audits in a timely fashion.
- Schedule and deliver monthly staff meetings.
- Cooperate with and complete assignments associated with internal and external audits in a timely fashion.
- Other duties as assigned.

Qualification Requirements

- To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Must pass a teller test. A minimum score of 70 or better is required to be considered for an interview.
- Flexibility with hours and days, as applicable to branch.

Education and/or Experience Requirements

- High School Diploma or General Education Degree (GED) required.
- Minimum of three years branch banking experience, specifically in teller operations, required.
- Minimum of two years supervisory experience required.

Minimum Typing Speed Required

25 wpm or higher keyboarding speed and familiarity with 10-key pad.

Language Skills

- Ability to read and interpret documents such as safety rules, operating instructions, procedure manuals, policies and memorandums.
- Ability to write routine correspondence and communicate effectively and tactfully, orally and in writing with employees, customers, vendors and management.
- Must possess the ability to speak clearly so others can understand.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
- Bilingual skills desirable.

Mathematical Skills

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to use a basic calculator.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Other Skills and Abilities

- Familiarity with Windows-based computer required. Previous experience with the Microsoft Office suite and banking-related software preferred.
- **Evaluating Information to Determine Compliance with Standards** – Using relevant information and individual judgment to determine whether transactions, events or processes within scope of authority comply with laws, regulations or Bank standards.
- **Working Directly with the Public** – Ability to deal directly, face-to-face and on the phone with the public, following the Bank's Customer Service Standards.
- **Establishing and Maintaining Interpersonal Relationships** – Developing constructive and cooperative working relationships with others and maintaining them over time.

Risk Management Requirements

Complete risk management tasks for areas of responsibility or as assigned, including but not limited to: ensuring that published policies and procedures are kept up to date; required risk assessments are completed and re-visited at appropriate intervals; all vendor management due diligence and other documentation is completed for new and existing vendors.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, reach with arms, talk or hear and use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to climb or balance, stoop, kneel, crouch and may occasionally use ladders for a variety of tasks. The employee must frequently lift and/or move 10-20 pounds and occasionally lift and/or move 25-50. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Some driving may be required.

Post-offer physical is not required for this position.

Acknowledgment:

I understand that this job description should in no way be construed as a contract for employment, but rather is intended to indicate the general nature and level of work to be performed. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to or from this job at any time. It is not designed to contain nor be interpreted as a comprehensive account of all the responsibilities and/or qualifications required of an employee assigned to this job. These job duties may be subject to change at any time due to reasonable accommodation or other reasons. Further, I understand that if I have any physical limitations or require any accommodations in order to perform the essential functions of my job, I must immediately inform my supervisor.

Employee Signature

Date

Supervisor Signature

Date