



Job Title: Business Operations Manager

SUMMARY:

This bank operations professional will manage the Business Banking staff and product line they support. This position requires strong communication skills with the ability to manage a project, identify process improvements and implement change.

Support an environment of teamwork and collaboration within Customer Support and work across bank teams to achieve results. Provide exceptional customer service and support to both the internal and external customer. Address sensitive customer issues and accompany an account officer on a service call upon request.

DUTIES AND RESPONSIBILITIES:

- Manage the business banking staff including performance reviews, goals and training
- Manage the product line: business online banking with bill pay, remote deposit capture and cash management services for ACH origination, wire transfer, account analysis, lockbox and positive pay services
- Evaluate systems for functionality improvements
- Supervise the workflow for timely completion of tasks and adherence to policy/procedure
- Collaborate with the other managers for escalation issues, project work and team issues; cross-train to back up the Consumer Banking Manager as needed
- Assist Account Officers with business proposals for prospect customers
- Maintain ongoing cross-training of staff
- Write/update policies and procedures as required for new products & system changes
- Attend seminars, webinars and vendor specific training
- Maintain an up-to-date knowledge of the department's products and services
- Serve on bank committees
- Perform other duties as assigned

QUALIFICATION REQUIREMENTS:

Ideal candidate will have a desire to coach and develop staff, possess strong verbal and written communication skills, be able to manage a project and adapt to change.

EDUCATION and/or EXPERIENCE:

College degree preferred and/or 10 years of bank operations experience with a focus on both traditional deposit products and electronic banking. This position requires management experience of day-to-day supervision of staff and project management experience to implement a new product or service.

TECHNICAL SKILLS, TRAININGS OR CERTIFICATIONS:

- Knowledge of Electronic Banking Regulations and ACH rules
- Knowledge of Deposit Banking Regulations-Reg CC, Reg D, DD
- Proficiency with Microsoft Office products required
- Experience with NCR (Digital Insight), Bottomline, Vantiv, Finastra or Fedline a plus

OTHER SKILLS or ABILITIES

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 use hands, tools, or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.