

Job Description

Job Title: Assistant Operations Leader I - Aspen

Department: Deposit Operations

Reports To: Operations Leader

Status: Non-Exempt

Salary: \$42,840 - \$57,960

Date: 12/2020

Position Summary

This is a non-exempt, full-time position that requires excellent customer service skills and an ability to work well with a team. This person must work with the Operations Leaders to motivate employees, nurture skills, develop talent and inspire the Team to achieve the Bank's strategic goals.

Essential Duties and Responsibilities May Include:

- Supervise, coach, motivate and train front line staff in compliance with Bank policies.
- Oversees teller activities in compliance with Bank policies.
- Prepare cash shipment
- Assist with cash ordering
- Ensure department has adequate coverage to ensure efficient functioning at all times by preparing and maintaining the work/lunch schedule and rotation
- Assist tellers in locating cash discrepancies; help with daily balancing, provide overrides, review and sign off on large items, SCO corrections and manage unusual transactions.
- Process teller transactions accurately and efficiently and meet the required standards established for cash handling and cash disbursement
- Monitor and review Stop Payments
- Monitor weekly ATM usage and maintenance
- Monitor weekly cash recycler usage and maintenance
- Meet the required standards established for cash handling and cash disbursement.
- Assistant Ops lead must ensure all tellers and vault must be balanced prior to leaving for the day.
- Assist in problem resolution for tellers and customers and resolve difficult situations with tact and diplomacy.
- Under the direction of the Operations Leader, motivate and encourage the team to meet their business development goals.
- Under the direction of the Operations Leaders prepare written internal controls and update policies as needed
- Branch monitoring activities, such as review of daily reports, to ensure duties and responsibilities assigned to team members are carried out in compliance with regulations and bank policies
- Ability to perform duties independently with limited direct supervision
- Perform or oversee Branch monitoring audits, including surprise cash audits, according to the scheduled timeframes
- Actively participate in customer solution activities, including, but not limited to:
 - Customer Information Requests Review/research customer inquiries and concerns and escalate as appropriate to ensure the matter is adequately resolved
 - Wire Transfer Activities Participate in wire transfer activities of the branch
 - Funds transfers [Line of credit transfers or account/account transfers as needed]
 - New account opening [as needed]
- Ensure employees are adequately trained and cross-trained to effectively perform job duties.
 - Teller training may include: counting currency, running transactions, customer service, NGP training, SCO training, buying/selling from vault, balancing/maintaining a cash drawer, cash recycler, phone etiquette, open/close duties, shipment preparation, night drop, vault balancing, coin machine and business development.
- Strong professional integrity in compliance with company policy, and ethical and legal standards
- Ability to practice digression and handle confidential information in a professional manner
- Acquire and maintain thorough understanding of security procedures
- Perform various other duties as required by management.

Required Knowledge and Expertise

- High School Diploma or High School Equivalent
- Knowledge of banking services and products to offer solutions to meet the customers' needs.
- Proven people, communication, prioritization, and organizational skills
- Demonstrate initiative and strong motivation for success
- Team player with a strong, team-focused attitude
- General working knowledge of the compliance laws/regulations regarding deposit/ loan accounts.
- Knowledge of BSA laws/regulations regarding the collection/reporting of customers' information.
- Ability to use various office equipment, including but not limited to computer, encoding machine, coin and currency counters, etc.

- Ability to stand for long periods of time and to be able to move to various locations promptly.
- Ability to lift coin boxes (approx. 50 lbs)

Key Competencies/Skills

- **Be Thorough:** Ensure that work is completed thoroughly and correctly; prepare carefully for meetings and presentations;
- **Establish and Maintain Personal Credibility:** Consistently model behavior that is perceived as responsible, reliable, and ethical.
- **Communicate Effectively:** Express oneself clearly in interactions with others, both verbally and in writing. Notice, interpret, and anticipate needs and concerns. Ensure that critical information is shared with those who should be kept informed.
- Consistently demonstrate proficiency in providing exemplary **customer service** in person and by telephone
- Strong **attention to detail**
- Strong **time management** and **organizational** skills
- Excellent **Stress Management/Composure** skills

Signature: _____

Date: _____