

Position: Operations Manager

Department: Operations

Reports to: Chief Operating Officer

Job Posting: 253

FLSA status: Exempt

Summary: The Operations Manager oversees and supervises the day-to-day coordination of the Operations Support team in order to deliver effective financial services to customers. He/she fosters the bank's service culture in all staff members through personal coaching and development. Assumes overall daily responsibility of evaluating various transaction reports and account balances for accuracy and clarity.

Primary Accountabilities:

- Monitor daily operations to ensure a free flow process, and also supervise the execution of daily tasks
- Create a strong, positive Operations workforce by developing competent individuals in the banking operations team
- Oversees the processing of centralized banking activities to ensure due process, accuracy and accountability are followed
- Create and implement long term business plans to ensure continuity of business operations in the future
- Ensure client data is protected from the public and secured against fraud
- Works with Risk Management to develop back up plans to protect business operations in the event of major crises that could result in monetary losses for the bank and its customers
- Delegate Operations tasks to members of the team
- Be able to handle escalated customer issues and/or concerns in a professional manner
- Other duties as assigned

Education/Experience:

- Bachelor's degree preferred
- Ability to provide clear direction to others
- Strong sense of responsibility
- Good leadership skills
- 5-7 years of general Banking experience required
- Must be very knowledgeable on Teller and Bank policies and procedures
- Maintain all bank and product related course work required to stay relevant
- Proficient on computer operations
- Good verbal and written communication skills
- Ability to work under pressure and adjust to a challenging and ever changing work environment

Physical Demands/Work Environment: Individuals must be able to move about, stand and have manual dexterity. The work environment is generally well-lighted HVAC-controlled office. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

It is the responsibility of every Bank employee to maintain an effective BSA/AML/OFAC internal control structure, including suspicious activity monitoring and reporting. Every employee that comes in contact with a reportable transaction and/or suspicious activity should obtain the proper documentation and file the appropriate report in a timely manner. Nothing in this description restricts the Bank's rights to assign or reassign duties and responsibilities to this job at any time.

The First National Bank of Waterloo does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

Direct Reports: This position supervises 5-10 other employees.

No Relocation Expenses Paid. If you are outside the Waterloo, Illinois commuting area, you must advise whether you are willing to relocate at your own expense to be considered an External Candidate.