

OPERATIONS MANAGER

Summary

Directly responsible for the efficient administration of duties pertaining to debit and credit cards, wire transfers, IRAs, deceased accounts, Remote Deposit Capture (RDC), Share Drafts, Instant Issue, Fraud, ATM machines and ACH.

Essential Duties & Responsibilities

Development, maintenance and application of operations functions and related policies and procedures.

Ensures compliance and maintains a departmental knowledge of all new and existing federal regulations pertaining to areas of responsibility.

Compare, implement, and supervise the budget for the operations department that is consistent with the overall strategy of the credit union.

Works with external auditors in review of departmental policies and procedures.

Reviews and recommends software, hardware and third-party changes as pertains to departmental area.

Analyze and implementation of all projects related to the Operations Department.

Oversees daily operations for all card activities, wire transfer activity, ACH activity, share draft activity, remote deposit capture activity, standalone ATM settlement and general ledger clearing accounts.

Responsible for cash ordering for ATMs and monthly settlement.

Handles all member IRA activity.

Responsible for fraud monitoring, reimbursement, and fraud case resolution.

Processes and monitors all member insurance products.

Qualifications

MUST BE BONDABLE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

While performing the duties of this position, the employee is continuously required to be alert, remember a significant number of details, concentrate, exercise judgement, read, write, reason, and take initiative to start and complete tasks.

Supervisory Responsibilities

Supervises and maintains a highly motivated, well-trained staff, evaluating the performance of the staff on a regular basis. Resolve employee conflicts and questions.

Education and/or Experience

Bachelor's Degree (B.A.) from a four-year college or university or three to five years' related experience.

Thorough knowledge of Credit Union operational activities and thorough understanding of financial products.

Fluent in Microsoft Office and proficient in Microsoft Excel.

Physical Demands

While performing the duties of this position, the employee is regularly required to sit, use hands to finger, handle, feel objects, controls; talk and hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, walk or stoop, lift and/or move light objects.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Training/Travel

Required to maintain current educational training in their specific area(s) of responsibility. Travel may be required to branch locations.

Communication

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and credit union regulations. Ability to write reports, business correspondence, and procedures. Ability to effectively present information and respond to questions from groups of managers, members, vendors, and the public.

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions