



Operations Specialist JOB DESCRIPTION

Job Description

Operations Specialists report to the Operations Manager. The Operations Specialist is in the bank operations department and works closely with all operations personnel, the retail department, the loan department, and the accounting department. Their primary duties are to support the daily operations of the bank.

Responsibilities

- Make sound decisions when processing wires, ACHs, mobile deposits, and other transactions and monitor for fraudulent transactions.
- Process Reg E letters/ loan and miscellaneous notices, incoming and outgoing cash letters, wires and ACHs, large dollar returns, ATM transactions, OFAC, PDPA, currency orders, chargeoffs, social security updates, and NSFs accurately and timely.
- Review daily internet banking, bill pay, and mobile deposit transactions and reports.
- Input accurate general ledger descriptions and entries.
- Reconcile correspondent accounts and perform other account reconciliations.
- Process maintenance forms, new internet banking users, mobile deposits, bill pay, and professionally respond to internet banking messages.
- Troubleshoot debit card issues (maintenance, ordering, and disputes).
- Process debit card disputes by following regulatory guidelines and bank processes and procedures.
- Accurately reorder debit cards, change debit card limits, reset PINs, and other debit card maintenance duties.
- Be the point of customer contact for internet banking questions.
- Post loan payments, perform loan maintenance, loan disbursements and loan account reconciliations.
- Assist customers, bankers, and tellers with operations questions.
- Perform other miscellaneous duties as assigned.
- Treat all people with respect, keep commitments, work ethically and with integrity, and accept responsibility for own actions.

Qualifications and Requirements

- Strong Microsoft Office skills. Proficient in Excel, Word, and Outlook.
- Ability to learn new software and adapt to new policies and procedures.
- Accurate and thorough.
- Prompt and timely.
- Ability to critically analyze transactions and communicate outcomes.
- Impeccable balancing and reconciliation skills.
- Professional written and oral communication skills.
- Deadline-oriented.
- Physical requirements: Ability to stand or sit for extended periods of time and may be required to lift items weighing up to 50 pounds.

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Personal Attributes

- Ability to communicate clearly and effectively with coworkers, customers, and managers.
- Accurate, thorough, and extremely detail oriented.
- Strong written and verbal communication skills.
- Ability to work independently.
- Strong organizational skills.
- High level of integrity and dependability.

Shift

Daytime: Monday – Friday between 7:30 am and 5:30 pm and possible Saturdays from 8:45 am - 12:15 pm.

Average Hours Per Week

40 hours for full-time and 20-29 hours for part-time. Overtime may be required from time to time.

Wage Range

Nonexempt. \$16.00 - \$30.00 hourly. Commensurate with experience and skillset.

Benefit Summary

Full-time benefits include access to health, dental, vision, disability, and life insurances. Both full-time and part-time employees have access to the bank's 401(k) plan and paid time off.

Keep in Mind

The above information on this description has been designed to indicate the general nature and level of work performed by employees for this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required to employees assigned to this job.

All FCNB employees must adhere to and comply with all of the Bank's policies and procedures. In addition, all employees must ensure transactions are processed in compliance with the Bank's policies and procedures addressing the Bank Secrecy Act, USA Patriot Act, and Office of Foreign Asset Control regulations.

We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, age, sex, sexual orientation, gender identity, disability veteran status, genetic information or any other stats protected under applicable local, state, or federal nondiscrimination laws.

All FCNB job descriptions are subject to modification at the discretion of executive management in order to meet the needs of the institution. Any modifications to the job description will be communicated to the employee at such time change is deemed appropriate.