

## Deposit Operations Manager Job Description

Manage all retail banking business (excluding retail loans) through the use of goals, coaching and setting expectations to build a sales and service team in all branches that is focused on the following:

- Customer experiences that meet or exceed customer expectations from initial interaction to subsequent follow up to ensure situation resolution
- Service excellence being the number one priority
- Continuous enhancement of knowledge of all products, services, policies & procedures
- Performing all work accurately and efficiency
- Taking the initiative to see that business flows smoothly
- Approaching each work day with energy and motivation

Make yourself accountable to know all aspects of the job (retail and business deposit-related products, services, pricing, systems, compliance, policies, and procedures) and take the initiative to be involved with all aspects of the various roles that you manage. Identify staff weaknesses with knowledge of banking products, services, and applicable regulations. Work with Sales, Marketing, Compliance & Training Director (SMCT Director) to define a list of training priorities, arrange training and reassess progress upon completion.

Ensure CSR department's responsibilities are completed timely, accurately, and deliver an excellent customer experience and that all internal controls are fully functional.

Review existing procedures and update as necessary to ensure compliance with federal and state banking laws and CPSB bank policies. Review and improve processes and procedures to create greater efficiencies and increase productivity.

Responsible for ensuring system parameters and upgrades for deposit products and services are processed timely and correctly.

Implement, train, and communicate new policies and procedures as applicable to staffing under your supervision.

Take the lead with any operational, transactional, or service issues that surface within the Customer Service Group, seeing each issue to resolution.

Provide project support; assist with the research, evaluation, testing, implementation and monitoring of new services.

Maintain a clean and professional (clutter-free) facilities at all times, internally and externally, including ATMs. Work with the marketing team to ensure merchandising materials, signage, TV media, décor, and seasonal decorations are current.

Assist with any measurement and reporting needed to track products and services, marketing campaigns, transaction totals, employee performance for reviews, and other management projects.

Complete all other duties as assigned.

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### **Required Qualifications**

Proven leadership experience

Sales & Service experience

Attention to detail and accuracy

Excellent communication and organizational skills

Strong problem solving and analytical skills

Ability to handle people with tact, poise, and courtesy

Bachelor's degree in Business, Finance, Management, Communication, Marketing, or any other related field or 10+ years of deposit operations experience.

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**Job Details**

*40 hour per week position, Monday –Friday, occasional Saturday.*

This position is supervised by the Vice President – Chief Operating Officer.

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