

Willamette Community Bank Operations Supervisor

Job Title: Operations Supervisor
Department: Branch Operations/Customer Service
Position Reports to: Operations Officer/Branch Manager

PRIMARY JOB PURPOSE:

The Operations Supervisor provides customer service and operational leadership within the branch. This position is responsible for compliance with regulatory, security and internal audit controls and manages daily operations of the branch to insure quality service. This position is responsible for training and coaching of branch customer service employees.

MAJOR AND ESSENTIAL JOB RESPONSIBILITIES:

- Responsible for the management, staffing, coaching and motivating of branch staff; provides teller line coverage when needed, typically during peak periods. When performing teller duties, maintains responsibility for cash drawer and follows proper balancing procedures. Participates in the scheduling of hours for the branch to ensure appropriate staffing levels.
- Responsible for expanding and retaining customer relationships and promote a service driven sales culture by assessing customer needs and cross selling appropriate services to customers.
- Serves as the primary trouble shooter/resource for problems/complex customer service needs incurred at the teller line with the goal of retaining customer relationships.
- Promotes and provides distinctive quality service to enhance customer relationships. Continuously looks for sales opportunities by uncovering financial needs and facilitating customer communication for possible product opportunities.
- Provides direction and guidance for branch staff on operational/regulatory procedures. Ensures compliance with operational, security and audit procedures while overseeing branch certifications and ensuring reporting is accurate, timely, and complete.
- Responsible for training new Tellers on policies and procedures. Observes and provides coaching to Tellers to enhance referral and operational effectiveness.
- Performs duties on platform and basic account opening and maintenance activities. Supports loan growth through identification of prospects and referrals to lending staff.
- Participates in planning/budgeting activities for the branch and ensures the branch stays on track with budgeted numbers.

JOB SPECIFICATIONS:

Work Direction:

Employee will lead the daily operations, personnel management, customer service and sales of the branch customer service employees. Employee will receive assignments and direction from the Operations Officer or Branch Manager as needed. Most work falls within established policies and procedures

Accountability:

This position is responsible for a cash drawer limit of at least \$8000.

This position has access to the financial situation of bank customers and, in some cases, sensitive institution information. The utmost discretion and confidentiality must be exercised with all data.

JOB QUALIFICATIONS:

Education:

Associate's degree in a business-related field or equivalent experience.

Experience:

Two or more year's previous branch banking leadership and supervisory experience.

Experience handling or working with money is required. Banking/teller /new account experience is preferred. Experience in financial product sales is preferred. Basic math skills and/or knowledge of accounting principles are required. Must have basic computer knowledge and the ability to operate an adding machine, typewriter and copier. Knowledge of operating a teller machine and coin counter is preferred as all are used on a daily basis.

Physical, Mental, or Other:

Must be extremely accurate in balancing teller drawer. Must be able to handle stressful situations and some days that can be very fast-paced while remaining calm. Must have excellent interpersonal and organizational skills and enjoy working with the public. Must be able to communicate in a clear, concise, and pleasant manner.

Must be able to lift coin bags and boxes on a daily basis up to 25-30 pounds and carry from the vault to teller area. This position requires standing for some of the day while conducting job duties.