



**Job Title:** Operations Specialist

**Posting Date:** March 2019

The Queenstown Bank has an excellent career opportunity for a full-time Operations Specialist. This position is responsible for performing a variety of duties to support the Operations Department of which the following are illustrative:

- ◆ Reconciliation of various correspondent, general ledger and bank accounts.
- ◆ Review and confirm the accuracy of new accounts and account changes.
- ◆ Processing account adjustments and corrections.
- ◆ Processing and maintenance of returned or unposted items.
- ◆ Provide support for all digital products including; Online Banking, Mobile Banking, Bill Pay, Mobile Deposit and Remote Deposit Capture.
- ◆ Ordering ATM and Debit cards.
- ◆ Monitoring electronic banking transactions for fraud activity.

#### **Knowledge, Skills and Abilities**

- ◆ High School Diploma or equivalent with previous bank operations experience preferred.
- ◆ Comprehensive knowledge of deposit services functions, processes and procedures including deposit regulations and compliance requirements.
- ◆ Proficient computer skills including Microsoft Word, Excel and Outlook.
- ◆ Strong organizational, problem-solving, and analytical skills.
- ◆ Exceptional listening and communication skills.
- ◆ Acute attention to detail.
- ◆ Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- ◆ Ability to manage priorities and workflow.
- ◆ Commitment to the Queenstown Bank's Code of Ethics.

#### **Physical Requirements**

- ◆ Mobility sufficient to perform activities required of the position.
- ◆ Manual dexterity for the functional operation of office equipment such as computers, calculators, etc.
- ◆ Ability to actively engage in necessary communication with both internal and external customers.

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*

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