



JOB DESCRIPTION

Retail Operations Specialist

This position is responsible for supporting the efficient operation of the branch offices. The incumbent will provide support to the Retail Operations Team and Branch Managers to enhance the sales and service culture of Queenstown Bank. They will ensure branch employee's compliance with deposit and loan rules, regulations, policies, and procedures. The incumbent will communicate with management at all levels throughout the bank concerning branch performance and accuracy.

Primary Duties and Responsibilities

- Review documentation for new accounts, account maintenance, stop payments, holds, address changes, name changes and duplicate Unique IDs.
- Track branch issues (i.e., Instant Issue, CTRs) for coaching opportunities.
- Confirm branches are in balance daily and support out of balance issues.
- Coordinate facility issues and maintenance requests.
- Process garnishments, levies, and child support enforcements with documented processes.
- Track daily teller transactions.
- Oversee coin machine process.
- Follow up on collection of overdrawn accounts.
- Coordinate processing of Queen Anne's County sewer and water payments.
- Maintain relationships with vendors, business partners and auditors.
- Perform other duties as assigned by management.

Knowledge, Skills and Abilities

- Minimum of five years of retail banking experience with a track record of increasing responsibility.
- Comprehensive knowledge of deposit and loan products, front line customer service, branch operations, banking regulations, and compliance requirements.
- Extensive knowledge of policies, procedures and regulations governing deposit and loan accounts and related services.
- Proficient with Excel and Word.
- Solid analytical skills.
- Exceptional listening and communication skills.

Physical Requirements

- Manual dexterity for the functional operation of office equipment such as computers, calculators, etc.
- Mobility sufficient to perform activities required of position, including travel to branch offices or vendor locations.
- Ability to stand or sit for extended periods up to and including five to six hours per day.
- Ability to lift up to 20 pounds.

Please email resume or completed application to HR@queenstownbank.com.

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