

## **Operations Manager**

### **Job Brief**

This is a full time position responsible for managing the day-to-day operations and key systems of the Bank's operations team. This position requires an individual with strong people management and development skills, a detail-oriented mindset and ability to foresee and solve problems, and a process focus with a desire to continuously improve operations in order to exceed internal and external customer expectations.

### **RESPONSIBILITIES:**

- Lead and manage the day-to-day operations of the Bank
- Develop and manage operations' team talent
- Manage team workflow on a daily basis to maximize effective utilization of resources and help the team meet its quality and responsiveness measures
- Validate requests and process any transactions requiring backdating
- Develop standard operating procedures for team as new processes are implemented and assist team with maintaining current standard operating procedures for trust processes as changes are made
- Provide back-up support for unique customer processing
- Troubleshoot processing issues as they arise and drive to prompt resolution
- Perform daily approval functions in TrustDesk and USBank for cash inflows, transfers, and outflows
- Oversee task list assignments and drive timely completion of work
- Contribute to the team's performance by addressing barriers and generating alternative solutions to meet or exceed team goals
- Conduct processing reviews to assess team and individual performance against established measures, and compile monthly metrics reports summarizing results
- Work with Director of Operations to identify, prioritize and implement projects related to team functions
- Provide guidance to team members, participate in meetings, and make operations decisions in the Director's absence when appropriate based on knowledge and experience
- Investigate and rectify customer issues in a timely manner, includes taking elevated customer issues
- Consistently maintain a positive attitude and demonstrate positive, team-focused behavior, promoting same throughout the team

### **REQUIREMENTS:**

- Bachelor's degree in business or related field, or similar work experience; coursework in finance and accounting required
- Minimum of 5 years of trust or financial services operations experience
- Experience in people management, training, and development
- Knowledge and demonstrated ability in use of Microsoft Office Products: Excel, Word, and PowerPoint
- Self-directed and results oriented with effective problem solving skills and continuous improvement mindset
- Demonstrated decision making and communication skills, both written and spoken
- Willingness to work additional time as required for job tasks and projects

Qualified applicants can submit a resume to [careers@clearpointfederal.com](mailto:careers@clearpointfederal.com)