



JOB POSTING NOTICE

All applications will be reviewed and selected for posted positions without regard to race, color, religion, national origin, sex, age, marital status, or disability.

Job Posting #	Position/Status/Grade	Location
10-014	Operations Officer 1 or 2 Grade: 17-1 or 18-1 Salary Range: \$2750. - \$4482. (DOE)	Eagle Point Branch, Eagle Point, OR

Summary:

Primary responsibilities are for the management and supervision of operations and facilities. Participate in branch marketing, sales and business development activities. Serve as branch security officer. Provide excellent customer service.

Relationships:

Reports to: Branch Manager

Contacts: Branch staff, Operations & Administration staff and Customers

Duties and Responsibilities:

- *Focus on the customer and provide excellent customer service*
- *Supervision of non-exempt operational staff in daily activities, work flow and problem resolution*
- *Adhere to all bank policies, procedures and compliance/regulatory issues*
- *Minimize branch expenses and losses*
- *Responsible for developing and maintaining customer and business relations.*
- *Participate in marketing, sales and business development activities*
- *Provide and oversee training and staff development of all non-exempt operational staff*
- *Manage staffing, schedules, technology, facilities and coordination of operations with other functional areas within the Bank*
- *Maintain highest level of customer service, professionalism and teamwork*
- *Ensure that branch/department personnel maintain a current knowledge of and process work in accordance with Bank policies and procedures.*
- *Ensure all personnel are fully aware of and adhere to the Bank's CIP, BSA and related security procedures.*
- *Ensure each staff member completes the required Compliance training within established time frames.*
- *Perform other duties as assigned*

Position Qualifications:

- *Thorough understanding of branch operations and personnel policies & procedures (2 or more years of operational experience)*
- *Supervisory/teambuilding skills*
- *Strong communication skills*
- *Strong organizational, presentation and computer skills*
- *Excellent customer service skills, with the ability to develop and maintain customer and business relationships.*
- *Knowledge of and ability to discuss the bank's CRA Program and be involved in CRA-supporting activities.*