



## JOB DESCRIPTION

**JOB TITLE:** Operations Assistant  
**DEPARTMENT:** Operations  
**REPORTS TO:** Assistant Operations Officer  
**FSLA Status:** Non-Exempt

**POSITION SUMMARY:** Responsible for a variety of duties which assist the overall deposit operations for the bank. Emphasis is placed on those routines that assist with reducing fraud within the BSA, funds management, and card support departments. Completes fraud investigations and assists with recovery efforts. Contacts other departments and/or outside agencies to resolve problems. This position must have the flexibility to work at the Operations Center in Ogallala, NE at least once a month for multiple days at a time to develop team connections and further participate with hands on training opportunities. Position could be based at any branch location for the individual with the right skill set.

### **PRIMARY DUTIES AND RESPONSIBILITIES: (90%)**

1. May provide support as needed to the BSA department by performing clerking duties that allow for the BSA officer to complete filings on behalf of the bank. Clear alerts and contact bankers to obtain further information as necessary to move forward processing within the department.
2. There are a variety of separate tasks for this role. Some will assist the wire desk with incoming and outgoing wire verifications as necessary. These roles will have direct contact with customers to process call back verifications or to obtain further information necessary for processing. Strong phone skills and customer service standards are required. Other wire roles within this job description include oversight of the wire release function for both incoming and outgoing wires and developing expertise and being the primary contact for the wire platform.
3. Actively assists the fraud department with monitoring, detection, research, and recovery of check, card, and wire fraud. Will also assist with card support, including but not limited to processing Enfact cases, ATM reconciliation issues, daily settlement, dispute reconciliation, and certain general ledger duties.
4. Operations Assistants may also be tasked to become product experts and support the ICS/CDARS products and liaison between the bank and IntraFi.
5. Duties may include monthly or quarterly sampling and/or auditing for eSign compliance, mobile deposit exceptions, and card limit exceptions. Operations Assistants are also responsible for reviewing teller drawer vs G.L. reconciliations, monitoring and reporting on cash drawer balance exceptions, and reviewing branch surprise cash drawer counts.

### **SECONDARY DUTIES AND RESPONSIBILITIES: (10%)**

1. Trained as backup to various departments as necessary to the role.
2. Train branch personnel and/or support personnel on deposit operation processes and procedures.
3. Other duties as may be assigned.

*The statements contained in this job description describe the general nature and level of work being performed by the person accepting this role. "Secondary Duties and Responsibilities" are considered incidental or secondary to the overall purpose of the job. This job description does not state or imply the only duties and responsibilities assigned to this job. Employees holding this job will be required to perform any other job-related duties requested by management. All job requirements are subject to possible modification to reasonably accommodate individuals with a disability.*

## **ROLE QUALIFICATIONS:**

### **Education**

- Associate degree (A.A.)

### **Experience**

- 2-3 years related retail banking experience and/or training
- Or equivalent combination of education and experience

Operations Assistant

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### **Other Skills/Characteristics**

- Mathematical skill set/numeric ability
- Ability to masterfully manipulate/use 10 keypad
- Strong communication skills
- Basic Excel Skills
- Ability to work both independently and within a team atmosphere.
- Customer service skills with internal/external customers.
- Flexibility to move between tasks easily while maintaining timelines.
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### **Performance Measures**

- Ensure daily tasks are completed in a timely and accurate manner. Meet deadlines as necessary for processing.
- Ability to work with multiple job types and people across the system.
- Flexibility to move between tasks and keep organized.
- TBD

By signing below, I acknowledge I have read and understand the Job Description above.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_