

ASSISTANT VICE PRESIDENT OF OPERATIONS

JOB DESCRIPTION

Position Title	Assistant Vice President of Operations
Department	Operations
Reports To	Vice President of Operations

Position Summary

The Assistant Vice President of Operations assists in managing the daily operations of the bank to ensure efficient workflows, excellent customer service, regulatory compliance, and sound internal controls. This position supports the development and implementation of operational policies and procedures, oversees key banking functions, assists with risk management, and helps ensure the bank operates in a safe, sound, and efficient manner. The Assistant Vice President of Operations provides leadership, guidance, and support to employees while promoting a positive, professional, and customer-focused work environment.

Primary Duties and Responsibilities

1. Daily Bank Operations

- Process daily bank customer transactions at the teller line and drive up.
- Ensure transactions and processes are completed accurately, efficiently, and in accordance with bank policies.
 - Balance transactions and verifying cash totals
 - Reconcile ending cash balance according to teller system with manual cash count of drawer
 - Monitor and maintain cash count in drawer
 - Process loan payments
 - Handles a variety of misc. products and services, including cashier's checks, license stickers, and real estate taxes
- Understand and promote FSB products and services to all customers.
- Identify opportunities to improve efficiency and reduce errors.
- Help resolve customer issues, transaction discrepancies, and operational problems.
- Provide backup support for critical operational functions as needed.
- Coordinate with technology providers and internal personnel to resolve system issues and maintain continuity.

2. Customer Service and Community Banking Support

- Promote a high standard of customer service throughout the bank.
 - Learn customers' names
 - Smile and greet the customer
 - Ensure a positive experience for the customer
 - Thank customers for business
- Support consistent, professional communication with customers.
- Work collaboratively with lending, compliance, finance, and other departments to meet customer needs.
- Maintain the relationship-focused service standards expected of a community bank.

Secondary Duties and Responsibilities

3. Regulatory Compliance and Risk Management

- Help ensure operations comply with applicable federal and state banking laws, regulations, and regulatory guidance.
- Support policies and procedures related to BSA/AML, Customer Identification Program (CIP), and other applicable compliance requirements.
- Assist with compliance monitoring, internal reviews, audit preparation, and regulatory examinations.
- Review operational exceptions, discrepancies, and control deficiencies and coordinate corrective action.
- Support fraud prevention, loss prevention, information security, and customer privacy efforts.
- Monitor adherence to dual-control requirements, segregation of duties, and other internal controls.
- Maintain accurate operational records and appropriate documentation.

4. Leadership and Development

- Support operations personnel and other employees.
- Assist with employee training and onboarding.
- Promote accountability with self and others.
- Assist with staffing schedules, workflow assignments, and cross-training.
- Address employee questions and operational concerns professionally and promptly.
- Promote teamwork, communication, confidentiality, and a positive workplace culture.

5. Policies, Procedures, and Internal Controls

- Assist in developing, reviewing, and updating operational policies, procedures and risk assessments.
- Ensure procedures are documented, communicated, and followed consistently.
- Identify process gaps and recommend practical improvements.
- Help implement audit recommendations and track corrective actions through completion.
- Maintain operational checklists, reports, and supporting documentation.
- Assist management with evaluating operational risks and implementing safeguards.

6. Technology and Vendor Management

- Assist in coordinating the core processing system and other operational technology needs.
- Work with the IT manager, vendors, and service providers to address system problems and implement improvements.
- Assist with user access reviews, system permissions, and other assigned technology controls.
- Support testing and implementation of system updates, new products, and operational changes.
- Help maintain business continuity and disaster recovery procedures and participate in testing as assigned.

7. Management and Strategic Support

- Assist senior management with operational planning and resource allocation.
- Prepare or review operational reports and exception reports as requested.
- Assist with special projects, new initiatives, and implementation of management decisions.
- Assist and review regulatory reporting and (mandatory) reporting to government agencies and critical vendors.
- Serve as backup to the VP of Operations or other designated management personnel when appropriate.

Qualifications and Requirements

Education and Experience

- Associate's or bachelor's degree in business, finance, banking, or a related field preferred; equivalent banking experience may be considered.
- Banking experience preferred but not necessary: including bank operations, deposit services, or operational compliance.
- Relevant banking education or professional certifications are beneficial.

Knowledge, Skills, and Abilities

- Strong organizational, analytical, and problem-solving skills.
- Ability to manage multiple responsibilities and prioritize competing deadlines.
- Strong written and verbal communication skills.
- High level of accuracy and attention to detail.
- Sound judgment and ability to handle confidential information appropriately.
- Ability to identify risks, evaluate alternatives, and recommend practical solutions.
- Commitment to teamwork, accountability, and excellent customer service.
- Ability to adapt to changing regulations, technology, and operational needs.

Work Environment and Physical Requirements

- Work is primarily performed in a professional office and banking environment.
- Regular use of computers, banking systems, telephones, and standard office equipment is required.
- Occasional extended hours may be necessary for audits, examinations, system implementations, or other operational needs.
- Must maintain the confidentiality and security of customer, employee, and bank information.

Reasonable accommodations will be provided as required by applicable law.

Performance Expectations

- Maintain accurate, efficient, and reliable bank operations.
- Support compliance with applicable laws, regulations, and bank policies.
- Maintain effective internal controls and address identified deficiencies promptly.
- Provide effective leadership, employee development, and operational support.
- Resolve operational issues and customer concerns in a timely manner.
- Identify and implement process improvements.
- Support audit and regulatory examination readiness.
- Demonstrate professionalism, sound judgment, confidentiality, and teamwork.

Acknowledgment

This job description describes the general nature and level of work performed in this position. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications. Duties may be modified or assigned as necessary to meet the needs of the bank.

Employee Name: _____

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____