



Job Title: Branch Operations Manager

Seniority Level: Mid-level Management

Reports to: Branch Relationship Manager

Employment Type: FT/Non-Exempt

Job Summary:

The Branch Operations Manager is responsible for overseeing the day-to-day operations of the Retail Branch ensuring the consistent application of company policies, procedures, and systems. This role involves leading, training, and managing teams to improve performance, productivity, and profitability while providing exceptional service to both internal and external customers. The Operations Manager works closely with branch manager to identify operational inefficiencies and implement solutions that drive continuous improvement. Ultimately, this position plays a key role in enhancing operational controls, compliance, and the overall success of the branch and company.

Duties/Responsibilities:

- Responsible for the day-to-day branch operational integrity and management of the branch including professional appearance and functionality of the branch facility.
- Oversees the processing of Bank deposit accounts, e.g., demand deposit, savings, certificates of deposit, IRA(s), etc.
- Oversees branch deposit activity, ATM, ACH, Return Items, etc.; ensures that these activities are in compliance.
- Monitors daily branch operations to ensure a free flow process, and supervise the execution of daily tasks, i.e., Binder I & II, Morning Reports – review & placing notes on Horizon & FCM.
- Ensures that all activities relating to deposit customer service are performed efficiently and accurately.
- Conduct and manage the branch master key control log.
- Handles customers and other customers issues in a professional manner.
- Maintains high level of awareness in areas of regulatory compliance, loss prevention, security matters, and adheres to the Bank's policies and procedures.
- Performs certification of branch operation (monthly, quarterly, semi-annual, and annual).
- Works closely with the Corporation Operations Administration to resolve outstanding items.
- Participates in service and operations meetings on a regular basis.
- Audits teller work and research teller out-of-balance activities.
- Manage all bank documents per retention guideline.
- Supervises funds transfer operations; oversees wire transfer verification and requests.
- Monitors and reviews all documents for imaging, stop payments, exception notices, and ChexSystems.
- Oversees research and analysis of deposit accounts for various purposes.



- Ensures accurate information retention and record keeping.
- Directs any required balancing and reconciling activities relating to deposit accounts.
- Investigates lost or stolen cards, blocks accounts as necessary.
- Develop frontline team through ongoing coaching and proactive mentoring to enhance their skills. Build relationships through regular 1-on-1s for training and guidance.
- Responds to and resolves customer (internal and external) questions/concerns regarding deposit related products, services, and operations.
- May process customer requests and transactions and backs up the frontline by completing all required tasks as a teller as appropriate.
- Approve deposit, withdrawal, wire and other operations-related transactions for the amount up to the authorized limit.
- Cooperates with, participates in, and supports the adherence to all internal policies, procedures, and practices in support of risk management and overall safety and soundness and the Bank's compliance with all regulatory requirements.
- Report suspicious activities to compliance officer and assist with investigation.
- Provide information and documents for audit requested by the Compliance or BSA Department in an accurate and timely manner.
- Directly supervises assigned personnel as follows:
- Assists in the selection of new personnel as appropriate.
- Train and mentor new tellers and/or new account employees.
- Makes provisions for the proper orientation and training of new personnel; trains new personnel as required.
- Assist branch manager with the employee performance throughout the probationary period and on a regularly scheduled basis thereafter.
- Organizes, schedules, and distributes work among assigned personnel.
- Keeps personnel informed of pertinent policies and procedures affecting the retail branch and/or their jobs; creates an atmosphere in which upward communication from employees is encouraged.
- Performs other duties as assigned by management

Essential Knowledge, Skills and Abilities:

- Excellent verbal and written communication skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong ability to analyze and synthesize large amounts of data.
- Strong planning, organizational, and communication skills (both written and verbal).
- Ability to prioritize tasks and to delegate them when appropriate.



- Ability to function well in a high-paced and at times stressful environment.
- Proficient with Microsoft Office Suite or related software.
- Ability to speak Korean is preferred.

Required Education and Experience:

- Bachelor's degree is preferred or the equivalent in work experience.
- At least 3 years of banking preferred. At least three years of customer service experience preferred.

Salary:

\$25-35.58/hr dependent on experience

Physical Requirements:

Prolonged periods of sitting at a desk and working on a computer.

Must be able to lift up to 15 pounds at times.

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