



<b>Position Title:</b>	Operations Associate
<b>Reports to:</b>	Vice President Deposit Operations
<b>Pay Status:</b>	Non-Exempt, Full-Time

This position, as well as all North Valley Associates, is responsible for carrying out the Bank’s mission statement:

***Our Mission: Building Better Communities***

*“We will build better communities by helping our neighborhoods and small businesses grow and prosper through the delivery of quality financial services.”*

***Summary of Position:***

**Key Responsibilities**

- Phone calls- Customers, banks, and branches.
- Emails – Operations email and ticketing system.
- Perform General Ledger entries as needed.
- Processing rejects and returns on customer’s accounts, applies pay/no pay decisions with regards to overdraft deposit A/C’s.
- Responsible for processing manual ACH return items (backup)
- Responsible for processing load errors
- Confirm and mail overdraft notices and charges for overdrawn accounts.
- Balance ACH In Process report and In-clearing report.
- Process address changes and file maintenance requests (backup).
- Verify new and closed deposit accounts (backup).
- OOP Manager – upload Strunk File
- Reports charged off accounts to Chexsystems
- Assist’s frontline personnel regarding transactions requiring supervisor override.
- Assist customers with account inquiries.
- Monitors Inactive/Dormant accounts (backup).
- Sorts & Files operational related documentation for retention purposes (backup).
- Verify/Process/Return ACH Origination transactions.
- Maintains the privacy of customer information and the security of all records.
- Adheres to organizational policies and procedures.
- Understands and adheres to the responsibilities associated with BSA /AML/OFAC in relation to job performed.
- Conduct work relationships/interactions professionally with customers, supervisors, coworkers, and others:
  - Maintain high levels of confidentiality.
  - Conduct conversations in a professional manner.



- Dress in accordance with bank policy.
- Successfully attend and complete all mandatory and elective training.
- Maintain extensive contact with customers, the public and the community, conducting relationships that will enhance the overall marketing effort of the bank.
- Participate in community organizations and events to enhance the image and reputation of the financial institution in the communities it serves or plans to serve.
- Assumes any and all other responsibilities assigned.

**Skills & Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:**

- High school diploma or equivalent
- 3-5 years of relative experience / training
- Basic banking knowledge / experience a plus, but not required.
- Cash handling and customer service experience a must.
- Strong customer service skills

**Other Skills:**

- Ability to work independently and in a team environment, with limited supervision, and be a self-starter.
- Must possess excellent organizational skills.
- Ability to react to stressful situations with professionalism while remaining calm.
- Must be tolerant of all personality types of clients, customers, employees, vendors, and others.

This description has been reviewed and approved by the following:

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Management Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Signature

\_\_\_\_\_  
Date

