TMB
THE MILFORD BANK

Position: Operations Department Manager
Department: Operations
Schedule: Fulltime- Exempt

Under the general supervision of CFO and CEO, the Operations Department Manager oversees the Operations Department in accordance with the Bank's established policies and procedures. This position organizes and directs departmental activities, provides staff training and direction, conducts periodic performance reviews, and serves as liaison to the Bank's third-party data processing service bureau. The Operations Department Manager successfully completes initial and ongoing training programs, including online courses, as required by the Bank.

Primary Responsibilities

- Performs any functions necessary, within scope of authority and expertise, to provide the highest possible level of internal and external customer service and to increase the productivity and profitability of the Bank.
- Maintains high ethical standards while performing all duties in accordance with the Bank's internal policies and procedures and within prescribed legal, regulatory and compliance guidelines.
- Acts as liaison between the Bank and outside data processing service bureau including, but not limited to, reviews enhancements and new system fields/parameters for applicability/impact on the Bank; disseminates specific information to various functional areas; reviews monthly billing; refers on-line processing issues to service bureau and follows-up on same until resolved.
- Manages new product setup and related service charging for deposits, implements deposit rate changes, and maintains institution parameters as necessary.
- Ensures accuracy of CIS householding information. Supervises household maintenance. Combines accounts as necessary for proper service charge calculations.
- Provides ATM and debit card support, including accounting, reconciliation, chargebacks, disputes, customer service; ensures the Bank is in conformance with applicable regulations.
- Manages the annual account escheatment process.
- Reviews daily exception and file maintenance reports and reconciling any discrepancies.
- Effectively manages and trains Operations Department staff, conducts periodic employee performance reviews, establishes goals, recommends disciplinary action and performance improvement plans as necessary, and conducts regular staff and training meetings.
- Works with internal and external auditors/examiners to ensure all audits and exams are managed effectively and result in satisfactory audits.
- Serves as year-end processing coordinator, including IRA and tax reporting.

The above is a description of the ordinary duties of the position. It should be expected that from time-to-time other duties and special projects, both related and unrelated to the above, may be assigned and, therefore, required.

Position Requirements

- Bachelor's degree in business-related discipline or its equivalent through specialized course work and related work experience.
- Minimum of 3 years of experience in and knowledge of bank operations and related regulations.
- Well-developed analytical, organizational, and written and verbal skills.
- Able to work independently and effectively in a fast-paced environment to meet time-sensitive deadlines.
- Proficient with Microsoft software applications, including Excel and Word, and able to utilize various types of office equipment.
- Conversant with deposit accounts regulations reporting requirements.
- Conversant with data processing applications and reports related to deposit products and ancillary services.

Supervisory Scope

3-7 Direct reports.