



## CAREER OPPORTUNITY NOTICE

The San Jacinto Branch is now accepting job applications from qualified individuals for the following position of **Operations Officer (Full Time)**

**Department:** San Jacinto Branch

**Contact:** Sharon Reed, Client Service Manager (x4144)

**Position Description:** Meets or exceeds all sales/referral and productivity goals for the branch. Assists Client Services Manager of ensuring operational integrity of the branch, including performing branch audits, monthly certifications, compliance training and loss prevention. Maintains exceptional customer service within office. Assists with staff management to include effectively training employees, maintenance of performance measurement scorecards, and scheduling efficiency. Creates a results-oriented atmosphere through enthusiastic and effective coaching and team building.

### Essential Position Duties:

- Promote/sell/open Bank products and services to new and existing customers through in-person contact, telephone, written correspondence and occasional outside sales calls.
- Respond to inquiries/resolve complex technical problems on customer accounts.
- Meet/exceed all standards of Sales and Service of individual performance measurement and maintain accurate records of all production goals of direct reports.
- Assist with ensuring the operational integrity of branch functions through timely certifications, report review and regulatory/audit compliance.
- Effectively supervise staff through performance coaching and counseling
- Cross train staff/ensure proper coverage for branch open hours; ensure efficiency of scheduling/work flow.
- Review and approve items within established guidelines.
- Perform teller transactions and open new accounts as needed.
- Perform miscellaneous duties assigned

### Position Qualifications:

- 4-7 years of branch operations oversight, including teller, new accounts and reporting
- Proven supervisory skills
- Excellent customer service and sales skills
- Must have high school degree or equivalent
- Certified BSA training

### Contact Sharon Reed if:

- You are interested in the position, or if you know of someone who would be interested
- You have any questions regarding the position

Please submit internal applications to HR at the Riverside Branch.

**The Bank of Hemet is an Equal Employment Opportunity Employer**

**Date: March 29, 2022**