



Position: Operations Manager / BSA Officer
Location: Lebanon, Kentucky
Type: Full Time, Exempt
Reports To: Chief Operating Officer

Summary

The Operations Manager / BSA Officer oversees day to day processing functions, bookkeeping, and data processing staff and serves as main point of contact for BSA. Also serves as back up to loan operations and assists with loan related issues/research. This individual works cooperatively and communicates effectively with Bank employees and customers to resolve issues related to depository accounts and services.

Essential Duties & Responsibilities

To perform this position successfully, an individual must be able to perform each essential duty and responsibility satisfactorily.

- Ensures daily account maintenance requests are processed timely.
- Ensures daily reports and settlements are processed.
- Monitors and addresses non-post, stop pays, or NSF items, chargebacks, ACH items, wires, and CD interest checks.
- Receives, logs, and processes ATM and Debit card disputes according to Regulation E policy and procedures. Reviews debit card fraud alerts, contacts clients, and follows up, as necessary.
- Oversees wire transfer processing and ACH functions.
- Provides support in person and over the phone to address and resolve Bank and customer inquiries.
- Provides client support for all account access devices offered by the Bank.
- Creates, maintains, updates new products on Navigator (deposits and loans). Point of contact for Fiserv for Navigator issues, questions, concerns.
- Manages operations associates.
- Completes and maintains BSA, AML, OFAC risk assessment, conducts reviews to ensure compliance with policy and procedures, and ensures employee training is conducted annually.
- Maintains a strong working knowledge of Peoples Bank policies and procedures and Federal, State, and banking regulations.
- Performs other duties as assigned.

Qualifications

- Experience with Regulation E, credit card disputes, ACH, wires, and good knowledge of BSA.
- Good math skills, to ensure calculations are accurate and accounts are balanced.
- Experience with Microsoft Office and Excel, LaserPro, and Bank core processing systems.
- Ability to work collaboratively with colleagues to create a results-driven, team-oriented environment.
- Self-motivated; ability to work independently and handle multiple assignments.

Required Education & Experience

- Bachelor's degree or high school diploma with minimum of three years of experience in banking.
- Two years of banking experience with prior experience in bank bookkeeping or deposit operations.

Other Requirements

- May be required to attend activities outside the Bank to stay abreast of new developments, best practices, and statutory and regulatory changes.
- Pursuant to the Drug Free Workplace Act of 1988, all employees must remain drug free and alcohol free when reporting to work, while at work and while engaged in any work-related activities.

Note

This document and the statements contained within it are intended to describe the general nature and level of work being performed by the employee assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the employee.