



## Operations Manager

SECURITY BANK & TRUST COMPANY  
Glencoe, MN

This full-time position is responsible for all functional operations of our Fiserv Core Banking System. Additionally, this team leader is able to effectively integrate and manage third party software applications, while also maintaining overall control of our multi-location network infrastructure. In this role, candidates are responsible for providing a wide range of technical and procedural guidance, where clear and consistent communication is paramount.

### Primary Responsibilities:

- **Product & Service Support:** Research, troubleshoot and resolve client questions and issues with deposit accounts, products and services including mobile/online banking, debit cards, etc. Assist with systems upgrades and communications, which include but are not limited to, online banking, merchant capture, mobile banking, mobile deposit, bill payment, positive pay, ATM/Debit card, and ACH.
- **Procedures & Reporting:** Maintain and comply with established deposit-related procedures and policies. Produce regular and ad hoc reporting on account and transaction activity as needed by request or requirement. Responsible for deposit file maintenance review including rates, core system specification changes, etc.
- **Operational Responsibilities:** Manage and coordinate the operational activities for the bank. Ensure the banking center is in compliance for scheduled audits. Communicate operational updates to bank employees. Participate in the review and recommendation of operational systems and procedures affecting assigned departments. Coordinate system conversions from an operations perspective.
- **Supervisory Responsibilities:** The position will directly manage 5 employees (Operations staff, Digital Banker, & IT Admin). Provide information and on-going feedback to department staff regarding expectation and performance. Maintain a professional demeanor and appearance.
- **Committee Responsibilities:** Contributing member of IT/Operations & Cybersecurity Committees.

### Education & Experience

- An ideal candidate has at least 5 years of experience in the financial services industry [working with Fiserv banking software, operations, retail banking, data processing, electronic banking] as well as at least 3 years of prior management experience.
- Excellent communication skills.
- Ability to handle confidential information.
- Experience providing high quality customer service.
- Knowledge of MS Office and Windows.
- Strong organizational, managerial and project management skills within a team environment.
- Ability to read and interpret documents such as policy and procedure manuals.
- Ability to manage multiple tasks/projects simultaneously.