

JOB POSTING NOTICE



POSITION: Operations Assistant

LOCATION: Sulphur Springs, TX

SCHEDULE: Monday - Friday 8:00 am - 5:00 pm

POSITION PURPOSE

This position is responsible for the administrative and clerical functions of the Operations Department. Responsibilities will include tasks related to operations support, physical security, fraud, electronic payments and serving as administrator for some bank operations systems and assisting with projects as necessary. This employee offers the customer the highest degree of service and promotes all Alliance Bank's products and services.

SKILLS, KNOWLEDGE, AND PHYSICAL REQUIREMENTS

- Ability to read, write, and speak the English language; bilingual helpful.
- High School diploma or equivalency. Three (3) years of experience in banking or job-related field and one (1) year of training and/or education in the field or a combination of education and experience providing equivalent knowledge.
- Ability to respond to customer requests with tact, diplomacy, and a sense of urgency.
- Ability to prioritize own tasks and responsibilities to ensure that excellent service to our customers is accomplished before most administrative functions are processed.
- Ability to handle multiple tasks within a prescribed time period and adapt to frequent or unexpected changes in work responsibilities or processes.
- Ability to handle bank and customer transactions with a high level of confidentiality.
- Must be proficient in Microsoft Excel and Word.
- Previous supervisory or management experience.
- Knowledge of state and federal regulations.
- Knowledge of Alliance Bank's loan policies, procedures, products, and services.
- Schedules are prepared based on business need and are subject to change at any time. This may include the need for evenings, weekends, or holiday coverage.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Personify Alliance Bank's mission statement of **The best in all we do.**
- Promotes Alliance Bank's culture through all interactions modeling the Alliance Bank way of Customer Experience.
- Prepare monthly management reports, provide administrative support, and assist with project management as needed for operations support, physical security, fraud, electronic payments, and other functional areas under the Senior Operations Officer.
- Assist the Senior Operations Officer with operations department functions, including but not limited to:
 - Deposit Operations – work department tasks as needed.
 - Project Assistance, including following up on assigned
 - Learn operations department tasks and working as needed.
- Assist with writing, reviewing, and maintaining policies affecting areas of operations support, physical security, fraud, electronic payments, and other functional areas under the Senior Operations Officer.
- Assist with reviews of current processes and procedures for inefficiencies within the operations department.
- Prepare analysis & presentations on products/processes.
- Serve as backup to Fraud Analyst.
- Attend periodic training seminars and peer group meetings pertaining to this position.
- Perform other job duties as required.
- Establish, retain, and deepen relationships with banking center customers and potential customers to achieve sales goals and provide quality customer service.
- Attendance and punctuality are a must.

**This is a summary of the requirements and essential functions.
The full job description is available upon request.**

Qualified applicants should submit a resume to HR@Alliancebank.com.



AN EQUAL OPPORTUNITY EMPLOYER