

# Retail Strategic Operations Manager

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## Position Description

This position is responsible for supporting the retail line of business through analyzing performance, providing recommendations, and influencing management business decisions regarding products, profitability, and operations. In addition this position supports the implementation of corporate and line of business initiatives.

## Position Accountabilities

- Support the accomplishment of goals assigned to the line of business by promoting efficient operations, containing costs, promoting the bank through community involvement, and referring business to branch employees/business partners.
- Act as liaison for all related internal and external audits, including coordination of the audit request, on-going support during the audit/examination, assisting with the development of the management response, and taking action to resolve audit/exam findings.
- Provide advice and guidance to Branch Management and staff within the areas of service, sales, and operations.
- Provide strategic recommendations and influence management business decisions regarding products, profitability, service, and operations (i.e. identifies/implements more efficient processes, identifies gaps in performance and develops strategies to close the gap, seeks/implements strategies to lower non-interest expense).
- Analyze/present financial/performance data to retail line of business in executive summary format.
- Support the implementation of corporate and line of business initiatives by serving on various project teams/work groups and acting as project manager as needed.
- Serve as vendor manager for retail banking services as assigned. This includes preliminary contract negotiations, fostering the vendor relationship, and reviewing/approving invoices.
- Assist with the development of the line of business's annual budget. Responsible for monitoring expense and income levels. Includes, but is not limited to: reviewing and approving invoices, identifying/helping to combat budget variances, and reviewing GL account data for accuracy.
- Responsible for managing Retail's consolidated cash vault by either shipping or ordering cash weekly.
- May perform back-up duties for positions/responsibilities within or outside of his/her department.
- Complete all assigned training courses in a timely manner and embraces cross training on other responsibilities.
- Adhere to Retail's Service Quality Standards, including, but not limited to, compliance with the bank's dress code.
- Perform other such duties as assigned.
- Maintain compliance with and adhere to all state and federal regulations and bank policies and procedures, including, but not limited to Bank Secrecy Act, FACT ACT, Community Reinvestment Act, and EEO/AA/Fair Employment Practices.

## Organizational Relationship

This position reports to the Retail Administration Manager.

## Position Qualifications

### Education & Experience

- Bachelor's Degree or comparable business experience preferred
- Minimum of five years analytical or operational experience in a bank/financial services environment required

### Knowledge & Skills

- Demonstrated skills in the following categories:
  - Decision-making/problem resolution
  - Customer service and Sales to include customer confidentiality
  - Team work
  - Operational knowledge, especially regulatory and internal control requirements
  - Organization and time management, ability to multi-task and meet tight deadlines
- Ability to analyze data and present it to others in executive summary format, as well as, provide recommendations and influence management business decisions regarding products, profitability, and operations

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- Ability to use independent judgment in completing activities and operate under minimal supervision
- Ability to work all branch hours, including weekends and evenings
- Must have a valid driver's license, reliable transportation, and the ability to travel to and from all EVB locations
- Excellent written and oral communication skills
- Excellent computer skills relevant to Microsoft Office Suites (i.e. Word, Excel, Outlook)

## **Position Administration – HR Only**

Job Code: 180-09

Grade: 09

Range: \$40,065.68 to \$62,101.81

FLSA: Exempt