Columbia Community Bank has an immediate opening for a Branch Operations Manager at our Hillsboro Office. This position would be 40 hours per week. Columbia Community Bank is a locally owned business bank focused on business banking clients. Columbia Community Bank has been named 100 Best Employers in Oregon for several years by the Portland Business Journal.

The Branch Operations Manager is responsible for the management of branch operations with a focus on providing a high level of customer service that supports the acquisition and retention of customer relationships. Coordinates staff scheduling, work assignments, training and development and is responsible for compliance with bank policies, regulatory compliance, account certifications and loss control.

PRIMARY DUTIES:

1. Providing personnel management for branch staff to ensure the delivery of quality customer service and a high level of productivity. Responsible for staff selection and training
2. Developing an effective team of front line professionals that consistently delivers extraordinary customer service through coaching and training.
3. Maintains a strong working knowledge of Banks products and services.
4. Opens various types of new accounts, including IRAs; verifies and processes changes to existing accounts, and processes customer check orders as a back-up to new accounts. Assists customers in selection of needed services.
5. Provides technical sales support as needed to facilitate the opening of accounts requiring complex services such as business internet banking, sweeps and ZBA accounts.
6. Creating and leading branch sales and promotional efforts in order to reach performance goals.
7. Approving transactions that are over set limit or outside of policy using prudent and customary banking practices to limit potential loss.
8. Responsible for branch security.
9. Coordinating the completion of branch certifications.
10. Ensures all bank policies and procedures are followed as appropriate. Ensures all regulatory and compliance requirements are met (BSA/AML/Patriot Act, Reg CC, etc.).
11. Overseeing the processing of exception items daily.
12. Handling confidential information appropriately based on a need to know and Bank standards.
13. Assisting staff as needed with new account opening, check cashing and other “teller” duties as needed.
14. Assisting customers with deposits, check cashing and other “teller” duties as needed.
15. Assisting with administrative operational duties as needed.
16. Performing other duties as assigned.

Experience and Knowledge Requirements

1. Two years or more experience as bank operations supervisor or customer service manager
2. Strong verbal and written communications skills, with the ability to effectively communicate with customers and bank staff
3. Demonstrated ability to build a strong high energy competent team, focused on goal achievement and the delivery of a positive customer experience
4. Strong understanding of banking regulation affecting the operations area
5. Good skills in the use of desktop automation (word processing, email and spreadsheet programs)
6. A basic understanding of bank computer systems
7. A strong working knowledge of standard banking practices and audit requirements