



BANK OPERATIONS PROCESSING SUPERVISOR

GRADE I

SCOPE OF WORK:

Individuals in this class provide supervision to operations processing staff involved in the processing of electronic fund transfers, check processing, return item processing, and automated clearinghouse functions. Work is performed within the Bank of North Dakota's Operations Department, which supports the day-to-day functions of the Bank and also serves as a clearinghouse for over 100 banks and credit unions within the State.

DUTIES PERFORMED:

- Provide direct supervision of operations processing staff by providing orientation, training, and guidance to ensure satisfactory completion of the various tasks required to process the daily banking activities.
- Design, test, and implement administrative and computerized processes and procedures to ensure adequacy to meet the needs of the Operations Department and customer service objectives.
- Provide direct customer service to resolve issues, respond to inquiries, maintain agreements, ensure acceptable service levels, and to provide or request information as needed.
- Monitor the daily activities and performance of assigned staff in order to provide assistance in the staffing, planning, training, performance management, and development of goals and objectives for individuals assigned to the work unit.
- Participate in the development and implementation of the Operations Department Disaster Recovery Plan by ensuring that all work unit services are adequately addressed in the Plan and that necessary reviews, changes, testing, and updates are accomplished.
- Conduct research as needed to respond to additional or changed services that may be provided to meet the needs of the various functions within the department.
- Participate, as needed, in the Bank Operations Department overall management efforts by providing input to the development of mission and vision statements, goals and objectives, and operating guidelines.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

MINIMUM QUALIFICATIONS:

Requires completion of a college degree in accounting, business, or a computer-related field and two years of work experience that included bank operations/bookkeeping duties and supervisory responsibilities, and duties that required knowledge of check processing methods, rules, and regulations. Completion of course-work with an accredited institution in a relevant field associated with bank operations duties may be substituted for college education requirements.

The hiring authority may substitute accredited accounting, computer, or banking coursework for a portion of the required work experience if it provided the knowledge and skills required to perform the core competencies of the position to be filled.

Eff. Date: 05/00

Rev: 07/12 – Conversion to Hay System