



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services

Class Code(s): 0521

Phone: (701) 328-3290

ASSISTANT BANK OPERATIONS MANAGER

GRADE L

SCOPE OF WORK:

The individual in the position assigned this classification is responsible for assisting in the management of the Operations Department of Bank of North Dakota. The operations department function includes check processing, automated clearing house (ACH) activities, customer account maintenance, general ledger activities, wire transfers, lock box assignment and control, and provides support to the various departments of the bank.

DUTIES PERFORMED:

- Manage the services provided to customers to ensure accuracy, timeliness, and thoroughness.
- Provide supervision of assigned staff to include assigning and monitoring work, evaluating performance, and performing related personnel management tasks.
- Develop, implement and maintain operating procedures for staff in assigned functions to ensure efficient and effective operation.
- Respond to inquiries and resolve problems that are beyond the capability of assigned staff.
- Ensure that all files and data are maintained in accordance with Bank of North Dakota procedures, banking laws and regulations, clearing house rules and regulations and established security procedures.
- Ensure all responsibilities are adequately addressed and maintained in the Operations Department Disaster Recovery Plan.
- Maintain current knowledge of computer systems required to perform the operations department tasks; ensure systems are sufficiently maintained; and provide for the security of equipment and electronically processed and stored information.
- Make necessary adjustments to corresponding banks' accounts.
- Ensure that all stop payments are entered into the computer and appropriate notifications are made.
- Reconcile accounts; make necessary adjusting entries.
- Process requests received by mail to close accounts.
- Train new employees.
- Assume full responsibility of the Operations Department in the absence of the Operations Manager.

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 a bachelor's degree in business administration, accounting, or banking and finance, or a similar field with significant coursework in the required areas of study, and four years of experience in duties related to banking operations functions. A minimum of two years of the required work experience must have included supervisory responsibility.

Eff. Date: 10/74

Rev: 04/92 – Administratively factored - new format

Rev: 09/96 – Updated format

Rev: 09/99 – Updated text portion and changed grade and title

Rev: 07/12 – Conversion to Hay System