



## **Operations Coordinator**

Under the direct supervision of the VP/Operations Manager, performs a variety of clerical duties in a courteous, professional, and ethical manner to efficiently and accurately support the Operations Department by following the Bank's policies, procedures and guidelines. Successfully completes initial and on-going training programs, including on-line courses, to maintain a comprehensive understanding of pertinent topics as the Bank deems necessary from time to time.

### **Primary Responsibilities**

- 1) Performs any functions necessary within the scope of authority and expertise to provide the highest level of customer service and to increase the productivity and profitability of the bank.
- 2) Maintains high ethical standards while performing all duties in accordance with the bank's internal policies and procedures and within prescribed legal, regulatory and compliance guidelines.
- 3) provides quality control review of all new account documentation. (WIPFLI BSA Audit combined with Deposit Operations Audit items).
- 4) Handles Customer Identification Program (CIP), Office of Foreign Asset Control (OFAC) and Beneficial Ownership Information (BOI).
- 5) Collect and review Branch new account paperwork, business worksheets and Beneficial Ownership Information.
- 6) Retain new account paperwork for bank records retention and audits / examinations.
- 7) Maintains High Risk Report.
- 8) Manage the Advice of Credits, overdraft refunds.
- 9) Assist branches with, but not limited to address change, account titling, dormant accounts, duplicate accounts.
- 10) Assist with the annual State of CT escheatment process.
- 11) Process Levy's and Garnishments
- 12) Assist with account verifications and research/record requests.
- 13) Participates in job share responsibilities with the DDA Operations Coordinator (RIM) and ACH Research & Adjustments Coordinator. May act in capacity in that person's absence.
- 14) Interacts with all audits and auditors when requested.

### **Other Responsibilities Include**

The above is a description of the ordinary duties of the position. It should be expected that other duties related and unrelated to the above may be assigned and required to maintain the Bank's service and work standards.

### **Position Requirements**

- High school diploma or equivalent and a working knowledge of general bookkeeping principles is required; 1-2 years of banking experience in operations or Teller-related services is preferred.
- Must be accurate, detail-oriented, and have strong organizational skills.
- Must have a friendly, helpful attitude and interact with others in a professional, courteous, and ethical manner.
- Works independently, takes initiative and proactively works cross-functionally with all departments to enhance productivity and accuracy.
- Proficient with Microsoft Office applications including Outlook, Excel, and Word.
- Able to effectively use various types of office equipment.

Interested Candidates may apply to: [Careers@Milfordbank.com](mailto:Careers@Milfordbank.com)

