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# Example of Operational Support Job Description

Our innovative and growing company is looking to fill the role of operational support. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for operational support

* Responsible for record keeping of completed subpoenas for record retention compliance
* Complete monthly follow-up with agency to collect delinquent record production fees
* Support process of funds escheatment including researching of public records to locate account owners, initiate communication with respective account owners to prevent escheatment of funds
* Responsible for completion of weekly tax-reporting exception reports
* Provide support to Operational Support Department with additional research requests such as deposit check copies, account research, and help desk tickets
* Process LAN ID requests for new CWM PS resources (review request form, request LAN ID utilizing different processes depending on geography and domain
* Complete resource on-boarding in Beeline, ensuring data accuracy and works with the business to obtain any required data as appropriate
* Track and monitor all resource on-boarding requests and maintains due diligence tracker for audit purposes
* Track and monitor all resource off-boarding requests
* Hold weekly meetings with key vendors to review and address resource onboarding activities/issues and other operational items

## Qualifications for operational support

* Previous experience with subpoenas strongly preferred
* Flexible with hours to support the needs of the credit union
* Must be detailed oriented and have strong organizational skills
* Team player, remains flexible to meet the needs of the organization
* 3+ years of experience in the psychology field
* Experience with providing data-driven solutions