Downloaded from <https://www.velvetjobs.com/job-descriptions/operations-spec>

# Example of Operations Spec Job Description

Our innovative and growing company is looking to fill the role of operations spec. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for operations spec

* Effectively resolve all cases within set deadline
* Establishes user set-up, modifications, security administration, proof and reconciliation and incident resolution for Image
* Process adjustments to customer accounts ensuring they are completed within required time frames
* Processing PEP+ data base maintenance requests from all Cash Management regions, and changing system parameters to ensure ACH files are processed accurately
* Responsibility for coordinating with each region’s Cash Management areas for a bi-annual clean-up of unused collection applications
* Assisting the management team in the implementation of new modules to the PEP+ system
* Investigating and resolving all types of ACH inquiries, which may include returning ACH transactions to the originator
* Provide excellent written and oral customer service to both internal and external organizations (originating banks and companies) with the US Treasury
* Balance coin vaults daily and ensure accuracy and completeness of information
* Reconcile processed coin from spreadsheets submitted by armored couriers

## Qualifications for operations spec

* Understand the business functions for customer access, data load, data retrievals for the multiple archives within Image
* Time management - works with a sense of urgency
* Process-oriented with excellent analytical skills
* Client relationship focused mindset
* Research and resolve coin balancing differences
* Key orders accurately into spreadsheets and armored courier websites