



Example of Bank Operations Specialist Job Description

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Our company is growing rapidly and is looking to fill the role of bank operations specialist. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for bank operations specialist

- Assisting with quality control review to ensure vendor service levels and Regulation E requirements are met
- Partnering with managers and vendors to understand needs/processes, in order to update policies with FirstData standards and procedures
- Training the team as needed, and assisting with escalated problem resolution
- Answer phones - Register client's pick up requests, directing them to the proper department for assistance
- Performs other duties and responsibilities as assigned.
- Creation of materials for project charters, governance models, workstream structures, key dependencies, risk logs
- Develop and execute UAT test plans including documentation, tracking, issues management, status reporting
- Create SQL scripts for reporting
- Support any user access issues to managed applications
- Troubleshoot system breaks and implement solutions

Qualifications for bank operations specialist

- One year experience in banking, opening and servicing deposit accounts, or comparative office experience preferred
- Demonstrated capacity for sound judgment
- Must be able to be flexible to work overtime

- Possess the ability to understand computer functions and navigate web-based programs