



Job Title: Operations Assistant
Department: Operational Services
Supervisor: Operations Supervisor
FLSA Status: Non-Exempt

Supervisory/Leadership Function

This position does not have any supervisory responsibilities.

Position Type and Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 4:30 p.m.

Physical Requirements and Work Environment:

Physical Demands

<input type="checkbox"/> Balancing	<input checked="" type="checkbox"/> Feeling	<input checked="" type="checkbox"/> Lifting:30#s	<input type="checkbox"/> Smelling	Seeing
<input checked="" type="checkbox"/> Carrying	<input checked="" type="checkbox"/> Typing	<input checked="" type="checkbox"/> Pulling	<input type="checkbox"/> Tasting	<input checked="" type="checkbox"/> Close
<input type="checkbox"/> Climbing	<input checked="" type="checkbox"/> Grasping	<input checked="" type="checkbox"/> Sitting	<input checked="" type="checkbox"/> Talking	<input type="checkbox"/> Far
<input type="checkbox"/> Crawling	<input checked="" type="checkbox"/> Hearing	<input checked="" type="checkbox"/> Standing	<input checked="" type="checkbox"/> Walking	<input type="checkbox"/> Color
<input type="checkbox"/> Crouching	<input checked="" type="checkbox"/> Kneeling	<input type="checkbox"/> Stooping	<input checked="" type="checkbox"/> Hearing	<input type="checkbox"/> Depth

Environmental Exposures

<input type="checkbox"/> Airborne Particles	<input type="checkbox"/> Fumes	<input type="checkbox"/> Odors	<input type="checkbox"/> Weather
<input type="checkbox"/> Caustics	<input type="checkbox"/> High Places	<input type="checkbox"/> Temperature	<input type="checkbox"/> Other:
<input type="checkbox"/> Chemicals	<input type="checkbox"/> Moving Parts	<input type="checkbox"/> Toxicants	<input type="checkbox"/>
<input type="checkbox"/> Electrical Current	<input type="checkbox"/> Muscular Strain	<input type="checkbox"/> Vibration	<input type="checkbox"/>
<input type="checkbox"/> Explosives	<input type="checkbox"/> Noise	<input checked="" type="checkbox"/> Vision Strain	<input type="checkbox"/>

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

Position Summary:

Responsible for accurately reviewing reports of all data all while providing a high quality of customer service.

Essential Functions of Position:

- Performs various duties in the Operational Services Department
- Performs check-back of Data Input

- Responsible for printing off and reviewing daily reports from Aurora,
- Responsible for checking back previous days input: account Maintenance, New CD/Account, Closed Account, New Account, Zero Balance and Hold Maintenance reports on a daily basis
- Responsible for scanning and indexing previous days documents
- Required to answer various phone calls regarding consumer accounts, internet banking etc.
- Responsible for daily Aurora scanning and check-back
- Perform back up for other job positions within the department
- Learn courier route and postage machine
- Complete assigned projects according to instructions/procedures provided
- Must be able to lift approximately 30 pounds
- Willingness to represent First National Bank in the Community
- Performs other duties as assigned
- Performs tracking for all missing information for Retail Banking
- Responsible for reviewing IATS and reporting diligently to BSA Officer any hits on a daily basis
- Responsible for reviewing pre-notes on a daily basis and returning any with discrepancies
- Responsible for mailing out Return items on a daily basis
- Completes ACH returns and changes as needed
- Responsible for ensuring ACH requests are processed diligently
- Responsible for monitoring and mailing Dormant Account, Inactive and Recent Activity mailings on a daily basis
- Responsible for monitoring mobile deposits daily
- Responsible for processing work on a daily basis
- Responsible for check- back on \$100,000 CD's when needed
- Complete assigned projects according to instructions/procedures provided
- Must be able to lift approximately 30 pounds
- Willingness to represent First National Bank in the Community
- Performs other duties as assigned

Education:

Completion of a high school education or related work experience

Job Qualifications:

- Prefer experience in financial services industry
- Must have a basic understanding of Microsoft Word and Excel
- Previous experience in a financial institution preferred
- Ability to operate a computer and related software and accessories
- Ability to perform typing/computer input and other clerical tasks
- Ability to comply with all applicable banking regulations
- Attention to detail and the ability to multi-task
- Excellent interpersonal, oral, and written communications skills
- Effective organizational and time management skills
- Must be adaptable to varying work conditions, job positions and schedules all while maintaining a friendly, helpful manner with customers and employees
- Must be able to communicate with customers and Bank personnel in a positive and proactive manner

- **Must have a valid Driver's License**

This position description is intended to be a tool to describe the primary purpose of the job and the key duties and responsibilities. The position description may not be inclusive of all duties and job assignments. Job duties and responsibilities may be added, deleted, and/or revised at the discretion of management. This is a description of the way this position currently is being performed and does not address the potential for accommodation, which would be addressed on a case-by-case basis.

This job description does not constitute an employment agreement with the Bank and employee.

First National Bank provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, First National Bank complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training. First National Bank expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of First National Bank's employees to perform their job duties may result in discipline up to and including discharge.