



CAREER OPPORTUNITY

Job Title VP BRANCH ADMIN. OPERATIONS MANAGER

FLSA Status: EXEMPT

Reports To: SVP Branch Administration Director

Location: West Covina CA

ABOUT Universal Bank

Universal Bank is a premier company in West Covina CA, that has remained dedicated to the commitment of serving our local communities. We provide customized customer service by offering a full array of deposit and loan products.

Our corporate office is located in West Covina CA, with five branches serving LA County in West Covina, Monterey Park, Rosemead, Eagle Rock and Arcadia. Our cultivated team is an extremely knowledgeable banking professional.

Position Summary

Responsible for the management of the West Covina office and all centralized operations of the Branch Administration department which provides operational support to a Retail Branch network of 5 branches.

Responsible for the daily operational management of the Branch Administration department Electronic Banking, Retirement, Branch Services, Wire Services, Cash Management and Customer Service groups and oversees online and mobile banking support.

General Responsibilities

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statement of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

- Assists with the development and implementation of new and revised Branch Administration and branch network policy and procedures.
- Acts as Branch Manager of the West Covina office.
- Manages the operations and customer service functions of Branch Administration department and Retail Branch Network.
- Manages the operation, testing and support of the online and mobile banking services.
- Assists and participates in CRA Branch promotions, seminars, etc.
- Assists in the creation, design, development and testing of new products and services.
- Assists with cross sells, sales presentations and telemarketing in support of corporate goals.
- Responsible for direct reports performance reviews, training, counseling, etc.
- Responsible for conducting branch Supervisory meetings and assists with Branch Manager's meeting presentations.
- Ensures daily department operational audits are completed timely and properly.
- Conducts various operational audits to maintain the integrity of all operational controls.
- Provides operational, regulatory & CRA training to department and branch employees as applicable.
- Monitors online and mobile banking activity & generates reports to evaluate usage.
- Develops and maintains analytical reports to assist the SVP/Branch Administration Director.
- Manages the processing and audit control of all critical areas, such as Incoming/Outgoing Wires, W8 BENE, Dormant Account Escheatment, B-Notices, Reg E Claims, Reg D Compliance and Levies, Subpoena's & Orders to Withhold.
- Supports and participates in all Branch Network and Department meetings.
- Provides training to new hires and existing branch and department employees.
- Adheres to all BSA/AML (Bank Secrecy Act/Anti-Money Laundering) policies and procedures, including but not limited to assisting the branch network with CTRs (Currency Transaction Reports) and MILs (Monetary Instruments).
- Performs other duties or assignments as requested.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- Bachelor's degree or equivalent experience preferred.
- Requires a minimum of five years in a supervisory or management role in back office branch operations.

- Thorough knowledge of Teller and Sales operating systems.
- Thorough knowledge in CIP, legal processing and new account opening requirements.
- Excellent analytical, written and verbal communication skills.
- Excellent customer service skills.
- Efficient presentation skills.
- Strong training skills.
- Computer literate and proficient in Microsoft WORD, EXCEL and Outlook.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job

- While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is occasionally required to stand; walk and sit.
- The employee must occasionally lift and/or move up to 10 pounds.
- No specific vision abilities required by this job.
- Noise level in the work environment is usually moderate

Universal Bank is an Equal Opportunity Employer. Anyone needing accommodation to complete the interview process should notify the recruiter.

You may or may not receive a response to your inquiry by email, mail or fax depending on the number of job openings, volume of inquiries, and your qualifications.