

JOB DESCRIPTION:**Head of Operations****About the Role**

- Overall department management and execution of Operations success by providing strategic recommendations and full ownership of the area with specific attention to the deposit and loan service delivery.
- Establish and review key indicators and control standards.
- Formulate a plan of action to minimize the Bank's exposure and for all exceptions and corrections within the Operations space.
- Ensure customer satisfaction with accurate information, immaculate documentation, prompt and timely responses.
- Proactively seeks to remain up to date on the most innovative thinking, trends and changes that impact our industry and business through industry associations, conferences and other external sources of information in order to be a thought leader within the Branch and the Bank; and encourages and ensures that team members actively engage in developing knowledge and skills; and in cross-fertilization of ideas to benefit the unit and the wider Branch.
- Responsible for oversight of all loan and deposit processes. Ensure efficient and effective loan and deposit operations to support all lines of business;
- Create operating policies, procedures, objectives and goals for each area of responsibility to ensure that they support bank-wide policies and objectives;
- Apprise the senior executive leadership team on all operational matters;
- Develop new and improved service delivery channels and any other additional channels that may be developed to enhance the Customer experience.
- Ensure that daily operations of loans and treasury settlements are executed by staff in accordance with the department established procedures.
- Ongoing investigation of outstanding open items in account Payable/Receivable and any suspense account.
- Read and analyze various daily/monthly reports and raise/share relevant data with Senior Leadership.
- Conduct special projects and assignments related to the bank's overall operations as directed by the CEO.

About You

Knowledge, Experience & Qualifications should include:

- Minimum of a bachelor's degree in finance or related field and at least 20+ years of increasingly diverse or complex applications in Commercial Finance Operations.
- Experience at Regional or Community bank is required.
- Must know Fiserv extensively and is aware of any limitations of the application and be prepared with solutions.
- Has successfully built and/or lead a thriving team before.
- Deep understanding of operational and regulatory reporting;
- Analytical and proactive mind that yields thoughtful ideas and solutions



- Quick yet thoughtful decision-making ability
- Knowledge of product operations;
- Ability to form effective relationships and achieve influence at the most senior level in the organization and with external partners;
- Communication and interpersonal skills, including the capacity to articulate the case for sound operational practices in the language of business;
- Established operational and financial acumen;
- Understand and interpret complex business and regulatory requirements.

Piermont Bank is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We do not discriminate based upon race, religion, color, national origin, political affiliation, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability or other applicable legally protected characteristics.