



AVP Bank Operations Specialist

Eagle Rock Bank is growing, come join our team!

Eagle Rock Bank is a locally owned and managed community bank with strong values and a commitment to employees who join our bank family. Eagle Rock has proudly served the community since 1996, with locations in Rochester, Stewartville and a LPO/DPO in St. Louis Park, MN.

Job Title: AVP Bank Operations Specialist

FLSA Status: Exempt

Schedule: Full-Time

Reports to: Chief Operating Officer

Position Summary

The AVP Bank Operations Specialist plays a critical role in ensuring the efficient and compliant execution of daily banking functions. This position is responsible for reviewing transaction exceptions, supporting core banking processes, and assisting with the implementation of operational improvements and technology enhancements. The role requires strong attention to detail, a comprehensive understanding of banking systems and procedures, and a commitment to delivering accurate, high-quality service to both internal and external stakeholders. The Bank Operations Specialist collaborates across departments to support audit readiness, risk mitigation, and the continuous improvement of operational workflows within a regulated financial environment.

Duties and Responsibilities

- Review exceptions to standard processing to ensure overall compliance with regulatory requirements, internal policies, and bank procedures.
- Identify opportunities to mitigate risk, improve operational efficiency, or enhance client service through recommendations for process improvements or system enhancements
- Contribute to the development of business programs, participate in user acceptance testing UAT, support end-user training, and assist with implementation of new systems and enhancements to existing platforms.
 - Maintain a thorough understanding of the bank's products, services and related systems.
- Develop, document, and maintain standard operating procedures to ensure consistency, compliance, and continuity of operations.
- Provide support for online banking and bill payment inquiries, ensuring timely and effective resolution.
- Assist in the end-to-end processing of wire transfers, including agreement documentation, callbacks, execution, and posting.
- Troubleshoot and resolve issues related to business banking services, such as ACH file submissions, remote deposit capture, and online wire templates.
- Provide backup support for daily operational functions, including ACH and check image processing, debit card maintenance, non-sufficient funds (NSF) handling, and exception item processing.
- Provide support for general ledger (GL) reconciliations, transit check handling, and cash letter processing, as needed.
- Perform regular reviews of system setup and exception reports; implement updates and adjustments as appropriate.
- Review daily and periodic reports, performing quality control checks on client agreements, limit changes, and other documentation.
- Assist with internal and external audit preparation, including documentation retrieval and responding to inquiries.
- Provide administrative and project support, conduct research, and address various client service needs as assigned.
- Perform other duties as assigned.

Qualifications

- Minimum 3 years of experience in banking operations
- 2 years business degree or relevant financial operations experience
- AAP Certification preferred
- Strong communication skills

Working Conditions

Must be able to stand and/or sit for extended period of time. Occasional heavy lifting required. Job requires employee to bend forward by bending forward at the waist, or by bending the legs and spine. Must be able to express ideas by the spoken word, and requires perception of speech.

Eagle Rock Bank offers a comprehensive benefit package to our full time employees:

- Medical * Dental * Vision
- Paid Time Off
- Paid Federal Holidays
- Life Insurance
- Short Term and Long Term Disability
- Flexible Spending Accounts
- 401k Retirement Savings Plan
- Employee Referral Program
- Educational Assistance
- Employee Birthday Pay
- Employee Wellness Allowance

Eagle Rock Bank is an Equal Opportunity Employer

www.eaglerock.bank