

Luther Burbank Savings Job Description

Job Title: Central Operations Supervisor
Department: Savings
FLSA Status: Exempt

Job Number: 701
Reports To: Central Operations Manager
Last Revision: 06/15/2010

Summary: Monitor and perform operational processes related to IRA and Savings Deposit services. Provide branch support on operation procedures, technical and problem solving matters. Provide back up to Central Operations Manager and perform supervisory duties as assigned.

Essential Duties and Responsibilities

- Monitor IRA accounts, complete and perform branch maintenance requests.
- Liaison between branches, LBS and LRS (Lincoln Retirement Services).
- Monitor IRA contributions/distributions and Government year-end reporting.
- Monitor reports & correspondence generated by LRS. Keep management and branch personnel abreast on regulations and changes.
- Process Gold Exception Manager (GEM) rejects, returns, charge backs, and FED check adjustments.
- Process 1099 year-end corrections and B-Notices.
- Handle Legal processes (levy's, writs, subpoenas, etc.), customer research, and perform deposit maintenance.
- Assist and coordinate Operations or branch training as needed.
- Provide back up to Central Operations Support Specialist.
- Provides support to operations management on regulatory and operational procedures. Assist with writing procedures and updates.
- Adheres to all applicable compliance regulations, including BSA, BPA and Right to Financial Privacy. Works in conjunction with senior management to ensure proper knowledge of all relative compliance topics, monitor activities and report issues. Follow directions from management and Chief Compliance Officer for resolution of issues.
- Other duties may be assigned.

Supervisory Responsibilities

Provides supervisory assistance to the department Manager. Serve as a branch resource on savings deposit and IRA services. Monitors IRA activity and regulatory changes affecting customers' IRA plans. Carries out assignments & responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include handling complaints and resolving technical problems.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from all employees.
- Ability to calculate figures and amounts such as discounts, interest, and percentages. Ability to apply concepts of basic algebra and geometry.
- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Education and/or Experience

Bachelor's degree (B. A.) from four-year college or university; or three to five years related experience and/or training; or equivalent combination of education and experience. To perform this job successfully, an individual should have knowledge of appropriate software systems.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, use hands and fingers, talk and hear. The employee is frequently required to walk. The employee is occasionally required to stand, and reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.