

Career Opportunity

PromiseOne Bank is a leading community bank dedicated to providing high-quality financial services to diverse communities. As a locally focused commercial bank, we offer a comprehensive range of products and services tailored to meet our customers' needs, including small business loans, commercial loans, mortgage loans, and a full suite of deposit products. Through our customer-centered approach, we help individuals and businesses achieve financial success while actively contributing to the economic growth of our communities. Founded with our main branch in Gwinnett County, Georgia, we have continued to expand our presence with additional full-service locations across Georgia, New York, Texas, and Virginia. We also operate loan production offices (LPOs) in Pennsylvania, along with a business loan center in New York. As we continue our rapid growth, we are seeking talented individuals who share our passion, commitment, and drive to grow and succeed with us.

Operations Officer

in **Operation Administrations Department**

Headquarter Office - Duluth, GA

[Job Overview]

The Operations Officer supports the accurate, timely, and efficient processing and control of the Bank's daily deposit operations. The position is responsible for reviewing and resolving operational transactions, exceptions, adjustments, electronic banking issues, wire activity, ACH and deposit-channel issues, deposit products, daily balancing, and periodic operational reports. The Operations Officer also provides guidance and oversight to Operations Department staff, assists with problem resolution and workflow coordination, and serves as acting manager when designated management is unavailable. The position is expected to maintain strong operational controls, regulatory awareness, accuracy, customer service, and timely escalation of unusual or suspicious activity.

[Essential Duties]

- Reviews and resolves exception items, including non-posted items, stop payments, and NSF items
- Reviews and approves incoming and outgoing wire transactions within assigned authority and ensures required verification and control procedures are followed.
- Reviews and maintains brokered CDs, credit union CDs, and public fund CDs in accordance with established procedures.
- Reviews daily balancing and researches and resolves differences involving ServisFirst, Federal Reserve, ATM, and FMS accounts or systems.
- Review and resolve issues with daily and monthly reconciliations
- Provide support for and resolve eBanking related issues, including, enrollment, RDC, mobile deposit, ACH transfer, and P2P payment.
- Provides timely operational assistance and customer service to branches, departments, and customers and escalates unresolved or higher-risk matters appropriately.
- Supervises and supports Operations Department staff, including assigning or coordinating work, providing guidance, monitoring completion, and assisting with training, mentoring, and development.

[Requirements/Qualifications]

- High school diploma or equivalent
- Minimum of 4 years banking experience
- Product knowledge
- Fluency in the English language
- Bank regulation knowledge

We offer Competitive Compensation and Excellent Benefit package

Medical, Dental, Vision, & Life Insurance / Paid Vacation and Sick Leaves / 401(k)

If you are interested in working with us, please email your resume* to Career@promiseone.bank

*Document submitted will not be returned.

✉ PromiseOne Bank 2400 Pleasant Hill Road Suite 340 Duluth, GA 30096 ☎ 678.385.0834

PromiseOne Bank is an Equal Opportunity Employer.

