

Director of Operations

Location:	North Hollywood
Department:	Payments Solutions
Reports To:	SVP Payments Solutions
Supervises:	TDB
FLSA Exemption Status:	Exempt

JOB SUMMARY:

Director of Operations is responsible for the direction and management of payment channels critical to the bank ACH systems, and all associated daily processing activities. Operations Manager is tasked with advising and leading as a strategic partner, recommending operating, system and product improvements to the bank's various payment channels. S/He will accomplish this by ensuring sound operational processes and practices that mitigate identified risk concerns, while increasing operating efficiencies. This role provides leadership and guidance in regard to the system functionalities inherent in payments solutions supporting both internal and external clients.

This position plans, organizes, and controls the day-to-day administrative, operational, and compliance activities. This role will ensure that payments solutions meet response times; ensure solid risk management practices, audit and regulatory compliance; day-to-day workflow processing; balancing/reconciliation activities, etc. Monitors processes to ensure the PSD team runs smoothly and efficiently, ensuring all work is completed timely within established deadlines. This manager provides technical, functional, and operational support to the PSD teams and serves as a point of escalation to ensure successful Operations for the Bank.

Foster good working relationships with clients, management, and the payments solutions team.

DUTIES:

- Responsible for maintaining a current knowledge of payment regulations, primarily ACH and BankCard, including rule updates and financial industry trends in order to provide direction, train and educate other staff members.
- A thought leader who provides strategic, operating system recommendations to continually improve the controls, products and processes used within these payment channels based upon regulatory guidance and financial industry trends.

- Manages and motivates various teams, who must be able to work in a high-pressure environment with strict deadlines, while maintaining accuracy in the performance of their daily tasks. Staff is held accountable for qualitative and quantifiable results.
- Ensures proper audit, risk and other controls are in place in all areas of management to protect against any fraudulent activity or unnecessary risk exposure.
- Ensures any system changes under their control are properly planned, tested, communicated as necessary and implemented according to standard procedure.
- Provides technical support and assistance to ACH and Bankcard supervisory/lead staff to troubleshoot issues and advises on how and when to escalate issues.
- Ensures the staff perform activities in compliance with all bank policies and procedures, and that documentation and record-keeping is accurately and properly maintained.
- Directs standard, repeatable processes to ensure accurate and timely establishment of all payments solutions services provided for the benefit of our clients, including maintenance and deletion requests on various systems.
- Ensure all departmental balancing, reconciliations and/or certifications are performed in a timely manner and clearing entries are processed within allowable time frames.
- Directs business continuity/disaster recovery efforts for the department, ensuring plans are documented and tested as required.
- Reduce liability and exposure while implementing risk and compliance procedures that improve risk and compliance management
- Responsible for continuing compliance of the Payments Solutions Department with applicable financial laws and regulations;
- Responsible for compliance with Card Brand and NACHA rules and regulations;
- Assist in the development, administration, and monitoring of programs that ensure the bank's compliance with laws, regulations, and rules encompassing Risk, Underwriting, and Operations, comprehensively considering its products and services. This includes risk assessments, policies and procedures, training, monitoring and testing issues management, complaint management, and reporting.
- Assist in daily Risk and Compliance workflow processes regarding compliance risk
- Ensure the development and maintenance of the CMS, BSA/AML (including CIP) OFAC, ACH Compliance, Information Security and Consumer Protection Compliance policies, procedures and controls.
- Facilitate and Maintain the Annual Risk Assessment.
- Monitor and test controls
 - Implement and maintain internal control testing schedule
 - Ensure testing schedule is in alignment with the risk assessment
 - Facilitate testing of controls and document results
 - Facilitate corrective action and report to the Board
 - Update policies, procedures, training, agreements, etc., as necessary, based upon any control failures

- Develop/Implement plans for addressing compliance violations, criticisms, findings of auditors and regulators.
- Implement CMS, BSA/AML (including CIP), OFAC, ACH Compliance, Information Security & Data Security Awareness and Consumer Protection Compliance Training Programs.
- Develop and Implement a robust documented compliance training program and maintain documentation of employee training
- Other duties as assigned

QUALIFICATIONS:

- Communicate effectively (written and verbally) with internal and external associates
- Excellent organizational and analytical skills
- Must be able to adhere to and meet given task deadlines
- Experience in reviewing and analyzing individual and corporate financial data, KYC/KYCC documentation
- Must be team oriented adhering to Commercial Bank of California's corporate culture
- Must maintain a high level of accuracy in performance in a high-speed environment
- Proficiency with Microsoft applications

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 preferred or equivalent work experience
- Minimum five years of experience in payments processing

HOURS

Monday- Friday, 7am-4pm

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate computers and calculators. The employee is required to frequently sit and occasionally walk and stand to access work areas; stoop, kneel, or crouch to access or place records or files; and lift and carry records and documents, typically weighing less than 20 pounds. Specific vision abilities include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee must be able to use written and oral communication skills; read and interpret data, information and documents; interpret policies and procedures; use math and mathematical reasoning; make basic and advanced mathematical computations and projections; learn and apply new information or new skills; work under deadlines with constant interruptions; and interact with management, staff, clients, and regulators in potential conflict situations.

The employee has interfaces with management, staff, business representatives, clients, and public and private representatives.

ENVIRONMENTAL DEMANDS

This is primarily a sedentary office classification and the employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. The employee has interfaces with customers, staff, management, and other departmental representatives and public and private representatives. The employee may interface with upset persons in interpreting and enforcing department policies, government requirements, and company practices.

BANK SECRECY ACT

Every employee of Commercial Bank of California will be required to adhere to the Bank's BSA policy and to follow all BSA procedures, regardless of whether they pertain directly or indirectly to the employee's job description and duties.

I acknowledge receipt of this job description. I understand that the responsibilities and duties, as well as Commercial Bank of California's expectations are more comprehensive than is incorporated in this document.

Employee Signature

Date

Manager/Supervisor Signature:

Date