



Operations Officer

Palm Springs, California

HCN Bank is dedicated to providing exceptional banking services with a focus on customer satisfaction and technological innovation. Join our team and contribute to a dynamic and supportive environment where your skills can thrive.

Position: Operations Officer

Reports to: VP Client Service Manager

Type: Full-time

Pay Range: \$25.00 - \$28.00 per hour

Posted Date: 01/14/2025

Job Summary

As an Operations Officer, you will play a key role in supporting the branch by overseeing daily operations, ensuring regulatory compliance, and maintaining internal controls. Under the guidance of the Client Services Manager, you will also help lead the team through effective coaching, staffing oversight, and performance management. Your leadership will help foster a positive team environment, ensure operational excellence, and drive customer satisfaction.

Key Responsibilities

- Oversee day-to-day branch operations, including teller line and new accounts activities.
- Ensure compliance with bank policies, procedures, and regulatory standards, including dual control, audit readiness, and loss prevention.
- Review operational reports and performance metrics; identify trends and take corrective action as necessary.
- Supervise teller workflows, scheduling, and transaction approvals to support efficiency and accuracy.
- Coach staff to achieve sales and referral goals; conduct regular one-on-one and team meetings to reinforce expectations.
- Lead staffing functions such as recruiting, onboarding, training, and performance evaluations.
- Support customer satisfaction by resolving complex client issues and monitoring feedback trends.
- Foster a team environment focused on enthusiasm, collaboration, and continuous improvement.



Qualifications

Experience:

- 4 to 7 years of experience in branch operations, including teller and new accounts oversight. Familiarity with Fiserv Premier is preferred.

Skills:

- Proven ability to supervise and develop a team.
- Strong knowledge of branch technology platforms and banking systems.
- Excellent organizational and problem-solving skills.
- Effective verbal and written communication.
- Ability to manage multiple tasks with attention to detail.
- Professional demeanor and customer-first mindset.

Why Join HCN Bank? At HCN Bank, we know that in order to support our customers and provide for our shareholders, we first must support and provide for our employees. We encourage a collaborative work environment and empower our employees to take ownership of the Bank's success and growth.

We are committed to the growth and progress of our employees. The Bank has an education assistance program offering tuition assistance, invests in our employees' future through an Employee Stock Ownership Plan, and matches a portion of their 401K contributions. We also pay a portion of employee and dependent healthcare premiums.

At HCN Bank, we believe in a healthy work-life balance and provide generous vacation and sick time to ensure our employees can recharge and take care of themselves and their families. Over half our employees have been with us for over 5 years, with one-third exceeding 10 years of service. We treat our employees to annual events such as summer picnics, holiday parties, and recognition events to show our appreciation for their hard work. Our team members are the driving force behind the Bank's success, and our benefits program is our way of giving back.

Although we think we've built something special, we are always looking for ways to make the Bank an even better place to work. We hope you will consider being a part of our journey.

Apply Now: Submit your resume and cover letter to hrjobs@hcnbank.com.

HCN Bank is an Equal Opportunity Employer.