



Operations Specialist I

Eastside, 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 Specialist I

Department: Operations

Reports to: Operations Specialist Supervisor

Type: Full-Time

Pay Range: \$21.00 - \$23.00

Posted Date: 05/29/2026

Job Summary: As an Operations Specialist I, you will support the Bank's operational efficiency by providing exceptional frontline and back-office service across multiple banking functions. This role involves assisting customers with electronic banking inquiries, processing account maintenance, managing wire transfers, and supporting daily certifications and reconciliations through Fiserv Premier. You will play a key role in maintaining accurate records, identifying service enhancements, and ensuring compliance with internal standards.

Key Responsibilities:

- Serve as a primary point of contact for inbound customer service calls, providing prompt and professional assistance.
- Enroll and maintain Consumer and Business Online Banking, Bill Payment, and e-Deposit services.
- Process ATM/debit card orders and perform cardholder maintenance.
- Monitor debit card and online banking activity for suspicious transactions and escalate as needed.
- Process outgoing wire transfers initiated through Business Online Banking.
- Perform daily certifications, account reconciliations, and assist with internal audits.
- Maintain proficiency with Fiserv Premier and related modules, including Connect 3 and Connect 3 Review.
- Utilize third-party vendor systems to resolve issues and support banking operations.
- Complete research requests and account file maintenance accurately and efficiently.
- Provide support to other departments, including Branch staff, to resolve customer service requests.
- Recommend improvements to operational processes and use of technology.
- Ensure compliance with risk management procedures and internal service standards.

Qualifications:

- Experience: 2 years of banking operations or customer service experience preferred.
- Education: High school diploma or equivalent.



Skills:

- Proficiency in Fiserv Premier Navigator or similar core banking systems.
- Strong communication and organizational skills.
- Ability to analyze problems and offer effective solutions.
- Familiarity with Microsoft Office applications (Excel, Outlook, Word).
- Strong attention to detail and commitment to accuracy.
- Positive, professional demeanor in a fast-paced environment.

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.