



## Operations Officer

San Jacinto, 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

**Department:** Operations

**Reports to:** Client Services Manager

**Type:** Full-time, Non-Exempt

**Pay Range:** \$25.00/hr - \$27.00/hr

**Posted Date:** 02/06/2025

**Job Summary:** As an Operations Officer, you will play a key role in driving branch success by ensuring operational integrity, achieving sales and referral goals, and maintaining high customer service standards. You will assist with branch audits, compliance, and staff development while fostering a high-performance culture through coaching and training.

### Key Responsibilities:

- Drive sales by promoting and opening bank products/services through in-person, phone, and written outreach.
- Handle customer inquiries and resolve complex account issues.
- Meet/exceed individual and team sales and service goals, maintaining accurate performance records.
- Ensure operational integrity through audits, certifications, and regulatory compliance.
- Supervise, coach, and counsel staff for performance improvement.
- Cross-train employees, optimize scheduling, and maintain workflow efficiency.
- Review and approve transactions within policy guidelines.
- Perform teller transactions and open new accounts as needed.
- Assist with miscellaneous branch duties as required.

### Qualifications:

- **Experience:** 4-7 years in branch operations, including teller, new accounts, and reporting.
- **Skills:** Proven leadership, sales, and customer service expertise.



**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](mailto:hrjobs@hcnbank.com).

**HCN Bank is an Equal Opportunity Employer.**