



Operations Officer
(Leadership Growth Opportunity)
Palm Springs, California

HCN Bank has opened a new Palm Springs branch, and we are seeking a high-performing banking professional who is ready to take the next step into branch leadership.

This role is ideal for a **Senior Universal Banker, Lead Teller, or experienced frontline banker** who has strong operational instincts, informal leadership experience, and the desire to grow into broader management responsibility. If you enjoy coaching others, influencing outcomes, and want visibility with senior leadership, this opportunity was designed with you in mind.

Position Overview

Position: Operations Officer

Reports to: VP Client Service Manager

Type: Full-time | Onsite

Pay Range: \$25.00 – \$28.00 per hour

As Operations Officer, you will serve as a key leader within the branch, overseeing daily operations while helping shape the culture, performance, and development of the team. You will work closely with the VP Client Service Manager and Market President and gain hands-on leadership exposure not typically available in larger institutions.

Why This Role Is Different

- **Step into leadership now** rather than waiting years for a promotion cycle
- **Direct access to senior leaders**, including the Market President
- **Faster decision-making** with fewer layers and less bureaucracy
- **Meaningful influence** over branch operations, staffing, and culture
- **Stability and predictability**—no branch closures or constant reorganizations

Key Responsibilities

- Oversee daily branch operations, including teller line and new accounts functions
- Ensure operational controls, audits, compliance standards, and loss prevention requirements are met
- Supervise teller workflow, scheduling, and transaction approvals



- Support and coach staff through regular one-on-one conversations and team meetings
- Partner with the Market President to drive sales performance and referral accountability
- Review operational reports and branch metrics; identify trends and implement improvements
- Ensure adherence to dual control, segregation of duties, and approval authorities
- Participate in recruiting, onboarding, training, and development of branch staff
- Assist clients directly to resolve issues and enhance customer satisfaction
- Promote a culture of accountability, teamwork, and continuous improvement

What We're Looking For

Experience:

- 4–7 years of branch banking experience
- Background in teller operations and/or new accounts
- Informal or formal leadership experience (training, mentoring, acting lead, etc.)
- Familiarity with Fiserv Premier is preferred but not required

Skills & Attributes:

- Desire to grow into leadership and take on increased responsibility
- Strong operational and compliance mindset
- Ability to coach, motivate, and develop others
- Excellent organization, judgment, and attention to detail
- Professional, customer-first approach
- Strong communication skills
- Ability to lift up to 50 pounds

Why Join HCN Bank

At HCN Bank, we believe growth happens faster when people are trusted, supported, and developed. We invest in our employees through:

- Tuition assistance and professional development
- Employee Stock Ownership Plan (ESOP)
- 401(k) match
- Employer-paid healthcare premiums for employees and dependents
- Generous vacation and sick time



More than half of our employees have been with the Bank for over five years, with many exceeding ten years of service. We value stability, relationships, and long-term careers.

Ready to Take the Next Step?

If you're a strong banking professional who feels ready for more leadership, visibility, and influence, we encourage you to apply.

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

HCN Bank is an Equal Opportunity Employer.