

Operations Analyst (North Adams)

About Us:

MountainOne is a mutual holding company headquartered in North Adams, Massachusetts. Banking, Insurance, and Investment products are offered at full service offices in the Berkshires (Pittsfield, North Adams, Williamstown) and on Boston's South Shore (Quincy, Rockland, Scituate). MountainOne is dedicated to the local communities we serve, with a mission of delivering solutions of real value that help individuals, businesses, and community institutions manage their financial lives with clarity and confidence.

- **MountainOne Bank**, founded in 1848, provides a complete array of personal and business banking and electronic services.
- **MountainOne Insurance** provides personal and business insurance, bonding services and group benefits solutions.
- **MountainOne Investments** provides individual investment services and group financial benefit plans (financial professionals offering securities and advisory services through Commonwealth Financial Network[®], Member FINRA/SIPC, a Registered Investment Advisor)

Position Description:

The Operations Analyst position serves as a liaison between all back office Operations areas and other areas within MountainOne Bank, including Community Banking, Information Technology and Risk Management. Additionally, this position will interact regularly with our Core Vendor and other Vendors whose solutions are utilized at MountainOne Bank. This includes testing for any new releases of software. The position is responsible for ensuring the development and implementation of consistent operational procedures, as well as creating a process to ensure all procedures are reviewed and updated at least annually. It is also responsible for ensuring that Branch operational processes/procedures are in line with back office Operations processes/procedures.

Primary Responsibilities:

- In conjunction with the SVP in Operations, ensure new products (and related disclosures) developed are built into all applicable MountainOne core operating systems; Ensure new features and new releases are tested and successfully implemented; ensure that procedures are updated as required;
- Serve as the liaison for Community Banking, Risk Management, and other MountainOne Departments into all Operations areas as well as our Core vendor applications;
- In conjunction with the SVP of Operations, lead and/or participate in monthly meetings with Community Banking, Risk Management, and Information Technology, as an Operations representative. This includes discussions around quality, projects, system issues impacting other departments, other operational issues, etc.;

- Serve as the Operations Subject Matter Expert (SME) on tools used for reporting within MountainOne's operating systems;
- Collaborate with Operations Team to create, update, clarify and standardize back office Operations procedures, ensuring they are stored in an accessible, secure location. Ensure these are reviewed and updated at least annually;
- Participate in the evaluation and implementation of process enhancements. Participate with or serve as the Vendor Manager for relationships with core providers;
- Work with all back office Operations leadership to develop/maintain the Business Continuity Plan for the Operational functions completed at MountainOne;
- Perform monthly access control audits;
- Share expertise to assist in the development of new products and programs, as well as serving on internal committees as an Operations resource as needed;
- Lead/participate in projects to facilitate the management and execution of the MountainOne strategic plan across the organization;
- Become knowledgeable on the MountainOne Intranet and use that knowledge to help ensure the Operations content is current, accurate and complete.
- Maintains compliance with all related bank policies, confidentiality, Bank Secrecy Act, standardized procedures and regulations;
- Responsible for providing good internal customer service in alignment with MountainOne's Customer Service Standards;
- Other duties as assigned.

Qualifications:

- Bachelor's degree or a minimum of five years Operations or Branch experience;
- Strong management skills required;
- Excellent working knowledge of bank policies and procedures, state and federal regulatory issues;
- Strong computer skills, utilizing Word and Excel programs required;
- Strong knowledge of core banking system required;
- Excellent interpersonal, verbal/presentation skills and written communication skills;
- Excellent knowledge and understanding of bank products and services;
- Ability to handle conflict and resolve problems in a professional manner;
- Demonstrated experience engaging the support and resources of others to achieve goals and objectives – influence without authority;
- Ability to deal with and show discretion in confidential matters;
- Ability to analyze data, metrics and financials to make data-driven decisions;
- 50% availability to travel outside of 25-mile radius;
- Ability to sit, drive, bend, answer the phone and perform computer input.

To Apply:

Please email your resume and letter of interest to: careers@mountainone.com. MountainOne is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, age, disability, or veteran status. (Compliant with VEVRAA and Section 503 rules)

MountainOne Bank is Member FDIC. Member DIF.  Equal Housing Lender.

Insurance and Investments are not insured by the FDIC and are not deposits or other obligations of, or guaranteed by, any depository institution. Funds are subject to investment risks, including possible loss of principal investment.

The financial advisors of MountainOne Investments offer securities and advisory services through Commonwealth Financial Network®, member FINRA/SIPC, a Registered Investment Adviser. Fixed insurance products and services offered through CES Insurance Agency or MountainOne Investments. MountainOne Bank is not a registered broker-dealer or Registered Investment Adviser. MountainOne Bank and MountainOne Insurance are not affiliated with Commonwealth. MountainOne Investments' main office is located at 85 Main Street, Suite 100, North Adams, MA 01247. (413) 664-4025