

Senior Vice President, Operations Officer (Berkshire County, MA)

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:

MountainOne Bank has an incredible opportunity to join our senior management team as SVP-Operations Officer. In this impactful role, reporting to MountainOne's EVP-CFO&COO, this position provides for both strategic vision and strong, constructive oversight of the bank's core processor vendor relationship and other critical vendors, as well as oversight and management of all day-to-day operating processes. This position is responsible for continually developing, evaluating and refining efficient work processes and organizational policies to support the bank's customer facing business units. Applies best in class operations practices that promotes efficiency and align with our core commitments, strategic goals, brand identity and corporate culture. The role requires excellent relationship management and customer service skills and the ability to strategically map-out, plan and manage projects.

Primary Responsibilities:

- Directs, administers and coordinates the internal operational activities of the Operations department in accordance with objectives, goals and policies;
- Contributes to the development of long range plans, including strategies, processes and initiatives that support the Bank's long-term growth and profitability. Influences peers, partners and stakeholders regarding issues designed to improve company performance;

- Manages key business relationships; serve as an integral member of the Bank's senior management team; develop strong relationships with internal and external partners;
- Directs the development and implementation of procedures and controls, direct communications and information flow, and instill sound management practices and controls;
- Reviews and changes department metrics to identify opportunities for efficiencies and staffing needs;
- Enables direct reports to build collaboration, improve communication and coordination, and drive operational improvements;
- Leverages key metrics to measure, monitor and report on the performance of the Operations department and company performance;
- Collaborates with a cross-functional team of key managers across the Bank to leverage an in-depth knowledge of system capabilities to achieve Bank-wide productivity, efficiency, and excellent client service;
- Functions as the Bank's main contact point on the core and related systems; provide support to all business lines to plan, coordinate, improve and monitor utilization of core systems;
- Maintains current knowledge of Bank products and policies and monitor national trends in financial/banking products/services. Collaborate with the Risk Management Department to monitor Federal and State regulatory changes in banking and other laws to incorporate into all systems as necessary.


Qualifications:

- Bachelor's Degree preferred.
- 10+ years of experience in bank Operations; IT experience preferred.
- Excellent written and verbal communication skills.
- Proficient with Microsoft Office suite of products.
- Maintain compliance with all related Bank policies, including the Bank Secrecy Act, standardized procedures and regulations.
- Strong organizational and accountability skills.
- Ability to work independently and in a team environment.
- Maintain a high level of professionalism and confidentiality.
- 25% availability to travel outside of a 25-mile radius.
- Ability to sit, drive and perform telephone, calculator and computer input functions.

To Apply:

Please visit our careers page to apply! <https://mountainone.com/content/careers>

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