STOCKGROWERS
STATE BANK

Position Overview:

Job Title:	Client Relations & Operations Specialist	Branch:	Maple Hill
Classification:	Full Time, Non-Exempt	Schedule:	Hours: Monday – Friday 8-5 PM

Position Summary:

The Client Relations & Operations Specialist is a multifaceted role designed for an experienced professional who excels in a banking environment. This position sits at the intersection of high-level client service and essential bank operations, requiring a candidate who can navigate regulatory requirements, internal workflows, and digital platforms with precision. We are seeking a self-directed individual with professional maturity to balance complex client interactions with the technical accuracy required to maintain the bank's operational integrity. As part of a dedicated community banking team, the Specialist must possess the professional agility to "wear multiple hats"—balancing core responsibilities with emerging branch needs. This role requires a proactive professional who thrives in a dynamic environment where duties evolve in real time to align with the individual's growing skill set and the bank's operational goals.

Key Responsibilities:

- **Operational Systems Proficiency:** Execute daily operational activities and report with a high degree of accuracy. This role requires a mastery of the internal systems and a disciplined commitment to following the established procedures and controls that protect the bank and its clients.
- **Digital Systems Mastery:** Demonstrate a high-level command of the bank's digital platforms and financial software, utilizing these tools to maximize efficiency, ensure data accuracy, and enhance the client experience.
- **Professional Client Liaison:** Provide an elite level of service for in-person and phone-based inquiries, resolving complex account issues and identifying opportunities to provide comprehensive banking solutions.
- **Integrated Administrative Support:** Perform robust administrative processes to support functions of the branch, including specialized documentation, record-keeping, and project coordination.
- **Operational Flexibility:** Support smooth daily operations through the timely distribution of internal communications and the processing of essential financial correspondence. This includes executing various specialized tasks as assigned that may fall outside the primary scope of this description to meet the real-time needs of the branch.
- **Risk & Security Oversight:** Uphold the highest standards of confidentiality and data security while executing activities and managing sensitive financial records.

Skills & Qualifications:

- **Banking Expertise:** Preferred background in banking operations or a similarly regulated professional environment.
- **Procedural Discipline:** A strong aptitude for learning complex workflows and a commitment to maintaining accuracy within a controlled environment.
- **Adaptive Flexibility:** The ability to pivot effectively between detailed operational projects and professional client service as branch needs and personal skills align.
- **Advanced Communication:** High-level verbal and written skills suitable for a professional financial setting.
- **Detail Precision:** Exceptional organizational skills with a focus on accuracy in data management and financial reporting

Education, Experience, and Licensing Requirements:

- High school diploma, GED, or equivalent required

Features & Benefits:

- Full-time employees have access to a very comprehensive benefit package
- Opportunity to grow and build a long-term career of banking

If this position sounds like a good fit for you, email your resume to: hr@stockgrowers.biz

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