**POSTING**

**Operations Manager**

Neighborhood Trust Federal Credit Union (NTFCU) is a community development credit union located in Washington Heights. NTFCU has a mission to provide low-cost financial services to the underserved market in northern Manhattan and to New Yorkers across all five boroughs. The credit union is committed to helping everyone access affordable savings accounts, loans, and other financial services.

The Operations Manager reports directly to the President.

**Duties/Responsibilities:**

* BSA compliance
* Manage relationships with vendors to ensure high operational efficiency
* Manage and serve as a backup to the Member Service Representative (MSR) team
* Physical branch cash management
* Dormant account management
* Respond to NYS Department of Taxation or Child Support levies, and process Treasury Reclamations as needed
* Manage debit card claims
* Assist with any IT troubleshooting
* ACH origination and wire transfers

**Minimum Qualifications:**

* A minimum of 5 years of experience in banking operations
* Detail-oriented, dynamic, assertive, professional and reliable performance
* Excellent written and verbal communication skills, English/Spanish
* Ability to work independently and collaboratively
* Ability to learn quickly, meet deadlines, multi-task and prioritize work
* Intermediate Microsoft Office Suite skills ( Excel, Word, Power Point)

**Desired additional qualifications:**

* Techno savvy or techno friendly
* Bookkeeping knowledge

Schedule: 09:00AM-5:00PM (Monday to Friday) plus 1 Saturday/month

To Apply: Send cover letter and resume to hr@neighborhoodtrustfcu.org.

NTFCU is an Equal Opportunity Employer (EOE). All candidates for employment will be considered without regard to race, color, religion, sex, gender identity, sexual orientation, national origin, physical or mental disability, veteran status, or any other basis protected by applicable federal, state or local law.