Retail Operations Business Analyst

Dime Bank

Salary Grade: 8
Exempt

JOB TITLE: Retail Operations Business Analyst

REPORT TO: Branch Operations Officer, Asst. Vice President, Retail Administration

DEPARTMENT: Retail Banking

Position Summary: Perform all duties required in the analysis, verification, processing and reporting of deposit data. Retail deposit data gathering and report generation are essential components of the position and include the calculation and progression validation of various retail incentive plans, individual branch and bank wide quarterly deposit growth reports, annual FDIC peer analysis, various ad hoc reports in support of retail project plans as well as monthly management committee account acquisition summary reports. Position also provides support to Retail Operations Officer and branch staff and various capacities including: setting a frequency schedule for various sales and customer profile reports, assist in analyzing content in summary reports to ensure quality of data prior to distribution to Retail management. Assists in the planning, organization and oversight of the operational activities of all branches in conformance with established Bank strategies, policies and procedures. Position will also provide significant project management support for Retail Banking.

Responsibilities:

- Preparation and maintenance of required daily, weekly, monthly, quarterly, semi-annual and annual reports as scheduled and performs a quality control of the data to ensure integrity of information provided meets the needs of the department and/or Senior Mgmt
- Create ad hoc reports as requested.
- Highly analytical with ability to recognize reporting needs of the department and create various reports and efficiently test the delivery of those reports to quickly identify issues and prepare information provided and presentation form to department head and members of Senior Management.
- Sets an appropriate frequency schedule and established the distribution network for the various departmental demographic, customer profile, sales, and performance reports. Analyzing content within those Retail reports to include graphs, summaries and when necessary additional recommendations.
- Act as back-up departmental support for various functions.
- Work with Retail Operations Officer to ensure identified gaps at the branches in procedure adherence and quality control are addressed and corrective steps taken.
- Acts as a back-up to the Retail Operations Officer
- Monitors adherence to deposit operations policies and procedures.
  - Implements the creation and/or modification of branch forms.
  - Ensures high level of branch quality with respect to accuracy of transactions, completion of forms, etc.
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- Assists with development and implementation of new products, services and technology
- Act as support for Project Management assignments specific to Branch Operations.
- Provide Audit support and documentation gathering from branches as requested by internal/external audit and other duties as needed.
- Researches, develops, recommends, and implements upgrades and enhancements to policies and procedures.
- Participate in meetings both in Branch Operations and with other departments as assigned.

Knowledge, Skills, Requirements:

- High school diploma or equivalent.
- Proficiency with Crystal, Microsoft Office, Access & Sequel applications and bank data processing systems
- Experience in report design, format, language and logic.
- Prior experience working in an office/banking environment.
- Exceptional research, processing, and analytical skills with the ability to analyze large amounts of data and create summary reports designed to interpret data from multiple sources
- Knowledge of deposit compliance regulations.
- Ability to independently monitor and manage projects and schedule and prioritize own work assignments to meet expected timeframes.
- Communicate effectively with all levels of employees-both orally and in writing.
- Establish and maintain effective working relationships.
- Prior experience with COCC a plus
- Must maintain confidentiality of bank and customer information.
- Must possess strong attention to detail, accuracy, organization skills, and analytical and problem solving skills.
- Excellent customer service skills.
- Strong written and verbal skills.
- Ability to work independently in a busy environment.
- Strict adherence to all bank policies.

Physical Demands and Condition Requirements:

- General office environment.

Equipment Used:

- General office equipment, i.e., calculator, photocopier, etc.
- Computer

ADA: The employer will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.
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Manager Approval: ______________________________ Date: _______________