The Eastern Colorado Bank
OPERATIONS ASSISTANT JOB DESCRIPTION

TITLE:	**Operations Assistant**	**LOCATION:**	**Limon, CO**
FLSA:	**Non-Exempt**	**REPORTS TO:**	**Branch President**
SEGMENT:	**Operations**	**SALARY RANGE:**	**$48,000 - $60,000**
CATEGORY:	**Full Time**	**TRAVEL REQUIRED**	**10-25%**
SHIFT:	**Monday-Friday; 8:00 a.m.–5:00 p.m.**	**DATE:**	**November 6, 2026**

SUMMARY

The Eastern Colorado Bank is seeking a full-time **Operations Assistant** to office in the Limon, CO office. We are looking for an outgoing person comfortable with maintaining and coordinating their own work efforts, multitasking, and having flexibility in their duties. Applicant must be detail oriented and must possess a high level of organizational skills. Applicant must be able to offer superior customer service to existing and potential customers. High comfort level with computers required. Applicant will not have any direct reports for management. The position reports directly to the Branch President.

ESSENTIAL DUTIES OF THE OPERATIONS ASSISTANT POSITION

The Operations Assistant will assist the Branch President in the effective management of the Limon branch and with operational projects.

Operations Assistant Duties:

- Assist Branch President in branch management tasks, including but not limited to:
  - Develop presentations for Depository Services
  - Ensure proper proposal materials are available as needed
  - Assist in clerical duties as necessary for communication to customers, fellow bankers and vendors
  - Field incoming phone calls, directing them to appropriate bank personnel
  - Assist in any duties to better the branch operations
  - Assist Branch President with duties as requested to meet committee, projects and job commitments
  - Scheduling of staff and day-to-day operations assistance
  - Be involved in an organization that qualifies for Community Reinvestment Act (CRA) credit
  - Provide other assistance as needed to Branch Personnel
- Perform all Duties Expected of a Relationship Banker, including but not limited to:
  - Field and research customer inquiries
  - Maintain a cash drawer for cash transactions
  - Work in conjunction with office staff to develop new deposit relationships with businesses and consumers
    - Open deposit accounts for business and consumer customers including but not limited to Individual Retirement Accounts (IRAs), Demand Deposit Accounts, Health Savings Accounts (HSAs), Certificate of Deposit Accounts (CDs), Trust Accounts and Savings Accounts
    - Enroll and train customers with Digital Banking and Treasury Management Products
    - Educate customers as needed on new and existing products and services
  - Perform duties on accounts such as Stop Payments, investigations on VISA® Debit Check Card, ordering of new Cards, contacting for overdrafts
  - Processing change orders for the bank customers
  - Scanning of bank transactions for the entire branch into our remote capture system

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ESSENTIAL DUTIES OF BEING A PART OF THE EASTERN COLORADO BANK TEAM

1. Treats people with respect; keeps commitments; inspires the trust of others; works ethically and with integrity; upholds organizational values; accepts responsibility for own actions.

2. Follows policies and procedures; completes administrative tasks correctly and on time; supports the Bank's goals and values; benefits the bank through outside activities.

SUPERVISORY RESPONSIBILITY

The Operations Assistant is not directly responsible for the supervision of any employee(s).

MINIMUM REQUIREMENTS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

1. Four (4) year degree in Business or related field or equivalent business management experience greater than five (5) years.

2. Customer Service in a retail or office setting of 2 years or more.

3. Preferred but not required: Experience in a financial institution of two or more years.

4. Applicant must be willing to load applications (apps) on their personal cell phone for multi-factor authentication and other restricted user access purposes. Applicant agrees to bring their personal cell phone to work daily to perform these limited functions, while abiding by our acceptable use policy on cell phone usage. These applications will have no tracking or monitoring capabilities.

5. Excellent organizational and time management skills.

6. Exceptional verbal, written and interpersonal communication skills with the ability to apply common sense to carry out instructions and instruct others, write reports, correspondence and procedures, and speak clearly to customers and employees.

7. Ability to deal with complex problems involving multiple facets and variables in non-standardized situations.

8. Ability to work with little to no supervision while performing duties.

9. Current valid driver's license and a vehicle with appropriate insurance coverage if required to drive while performing assigned duties and responsibilities.

Management reserves the right to change this position description at any time according to business needs.