



Operations Associate Position

Full-Time, West Point Branch

An Operations Associate Position with F&M Bank offers the opportunity to have hands-on experience with a variety of banking products and systems. Through collaboration, you will work with many departments and branches within the bank and hone skills in business analysis, cash management and banking systems. You will also work directly with customers helping them with their financial questions.

Essential Duties:

- Answer inbound communications via phone, email and in-person to service accounts, fulfill requests or address issues about F&M Bank products and accounts
- Handle standard documentation and reporting associated with daily activities which may include processing, reviewing, or distributing materials
- Perform data entry, capture and balances work received from branches
- Perform bookkeeping tasks including balancing general ledgers and correspondent accounts
- Process ACH incoming and outgoing files and repair rejects
- Verify new account information in the Core System
- Process documents into the imaging system
- Open new consumer and business deposit accounts
- Teller duties as needed
- Educating customers on loan, investment, and insurance products as needed
- Perform other daily tasks and duties as assigned
- Responsible for performing transactions in compliance with regulatory and bank policies and procedures, and in adherence to bank security policies and confidentiality of bank records and customer information

Basic Qualifications

- High School diploma or equivalent
- A minimum of 2 years of experience in a banking or customer service field preferred
- May be required to stand for extended periods of time and may be required to lift bags/boxes of coin weighted up to 50 pounds

Preferred Skills and Abilities

- Excellent customer services skills
- The ability to prioritize and make immediate decisions regarding customer needs
- Ability to educate customers on all banking products effectively
- Strong written and verbal communication skills
- Strong reading, writing, and mathematical skills
- Ability to work well under pressure in a fast paced environment
- Basic knowledge of bank products
- Bilingual language skills a plus

Email Resume to fmbankhr@fmbankne.com

EOE—Member FDIC