



Position Title:	Chief Operations Officer
Date:	March 1, 2024
Department:	Operations
Location:	Oklahoma City
Supervises:	Directors of Operations, IT, Compliance, Marketing, Internal Audit, Community Outreach, Director of Retail Banking and Executive Assistant
Reports To:	President/ CEO
FSLA Status:	Exempt
Pay Range:	

Summary of position:

The Chief Operations Officer directs and coordinates the activities of Retail Operations, Marketing, Compliance, Community Outreach, Information Technology and Internal Audit. Scope of responsibility will include various areas of direct and indirect supervision according to the current organizational chart. The Chief Operations Officer provides input to personnel actions such as performance appraisals, hiring, recognition, coaching, and disciplinary action. The Chief Operations Officer is responsible for the development, recommendation, implementation, and promotion of policies, procedures, and programs involving operations. The Chief Operations Officer serves as a key member in developing strategic initiatives and accountability to assure sound bank growth.

The Chief Operations Officer is a member of the Executive Committee, Technology Committee, Compliance Committee, BSA Committee, and other committees and task forces as assigned.

Key job functions: (Includes current duties, primary objectives, and responsibilities which are critical to the successful performance of the position)

- Directs, administers and coordinates the activities of the Operations areas, in accordance with established strategic goals and objectives.
- Meets with direct reports regularly and provides coaching as needed.
- Maintain an in-depth knowledge of all products, services, equipment, internal controls and policy and procedures.
- Develop, and upon approval, implement policies, procedures and programs.
- Monitor and evaluate the overall effectiveness of the operations functions; identify specific problems and trends and apply appropriate training or corrective strategies.
- Administer policies and procedures and ensure compliance with applicable laws and regulations relevant to operations.
- Ensure appropriate training programs are developed and implemented for all bank

<p>operations.</p> <ul style="list-style-type: none"> • Review and provide guidance, coaching and education based on the results of independent control assessments, audits and exams. • Cultivate a culture, which aligns with both the strategic and operational plans and objectives of the Bank. • Consistently promotes Sovereign bank's core values and maintains positive relationships with all stakeholders (Employees, Board of Directors, Customers, Investors) • Develop and promote programs and training to support growth in the retail products and services and employee development. • Protect the bank's information technology (IT) systems and data by staying abreast of risks, current technologies and regulatory expectations. • Exercise awareness in regards to suspicious activity, money laundering, or fraudulent behavior relating to cash and overall transaction activity; document and report any identified behavior or transactions to the appropriate officer. • Responsible for all bank facilities (leased or owned). • Annually participate in budgeting process for area(s) of responsibility. • Prepare and provide requested documents for audits or examinations when requested. • Completes any assigned training in a timely manner. • Other duties as assigned.
<p>Qualifications/Competencies:</p> <ul style="list-style-type: none"> • Extensive senior managerial/supervisory experience. • Strong analytical and comprehensive resolution skills. • Ability to think strategically regarding all bank operations. • Ability to motivate and lead a team, coordinate internal and external resources and achieve measurable results against goals. • Strong communication skills, including written, verbal, and coaching. • Extensive knowledge of all bank Deposit and Retail Operations, banking regulations and risk management. • Excellent interpersonal skills. • Exhibits Sovereign Bank core values.
<p>Education and Experience:</p> <ul style="list-style-type: none"> • Bachelor's degree required and Advanced degree preferred with leadership training experience. • 10+ years Senior Level Officer bank operations experience, preferably at a \$1 Billion+ Bank. • Advanced knowledge of operations, compliance, regulations, policies, procedures and processes. • Experience in developing leaders and developing strategic plans for growth.
<p>Physical Demands: These physical demands are generally representative of the position.</p> <ul style="list-style-type: none"> • Hearing, speech, close vision • Sitting, including computer use • Driving with own transportation to other branches for meetings/workshops • On occasions, may be required to lift and/or move up to 25 pounds