

MARION COUNTY BANK

Job Title: Operations Support
Classification: Non-Exempt Full-Time
Date: September 8, 2025
Location: Pella

SUMMARY OF POSITION:

Marion County Bank, a market leading, locally owned, community bank with branches in Pella, Knoxville and Melcher-Dallas, Iowa is seeking to hire a team-oriented Operations member to fill a full-time position in its Pella location. The ideal candidate should have a basic understanding of bank operations and be able to provide both internal and external customers with excellent customer service. The ideal candidate would have a post-secondary degree and previous operations experience. Additional experience or knowledge relating to IT would be preferred. The candidate must be community-minded and be an active part of the Marion County communities we serve.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Adhering to Marion County Bank's policies and supporting Management decisions and goals in a positive, professional manner.
- Representing Marion County Bank with a high level of integrity and professionalism.
- Maintaining knowledge and understanding of banking rules, regulations, laws and all policies and procedures pertaining to them including, but not limited to, the Bank Secrecy Act.
- Demonstrating a willingness to adapt to changing business needs and deadlines.
- Possessing a strong team-oriented, values-based work ethic.

ESSENTIAL FUNCTIONS:

Perform daily processing/bank tasks including but not limited to:

- Responsible for daily bank processing checklists.
- Customer interaction related to debit card portfolio management.
- Provide customers and other bank departments with card operations and processing support.
- Various daily tasks related to the effective operations of the bank.
 - Facilitate the effective flow of ACH and cash letter items.
 - Process custom statements internally at the bank.
 - Management of the bank's debit card portfolio, customer information changes, closed cards, restricted cards, fraud, dispute resolution, travel notices.
 - Manage the overdrawn account processing.
 - Balancing of ATM fleet.
 - Troubleshoot ATM issues.
- Perform other duties as assigned.

SKILLS/QUALIFICATIONS REQUIRED:

- Strong analytical ability with active listening skills.
- Excellent customer service skills with both external and internal customers.
- Ability to work accurately with close attention to detail.
- Ability to maintain confidentiality of sensitive information.
- Ability to communicate effectively, both verbally and in writing
- Effective interpersonal skills with the ability to work with individuals and groups at all organization levels; ability to work independently and as part of a team.
- Ability to take initiative and prioritize tasks; good time-management, organizational, problem-prevention and problem-solving skills.
- Knowledge of bank operations preferred.
- Knowledge of basic IT operations or hands-on IT experience desired.

EDUCATION:

- Post-secondary degree in related field preferred.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Marion County Bank provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.

TO APPLY:

Qualified candidates can send or email a cover letter and resume to:

Jill Freel, Marion County Bank
800 Main Street, Pella, IA 50219
jifreel@marioncountybank.com

No phone calls please