

Operations Administrative Analyst – Job Description Summary

Responsible for ensuring Operations Division in-house policies and procedures, business forms, disclosures, and job aids are current and in compliance with regulatory legislation and internal business practices. Develop, implement and maintain on-line reference manual and media information for the operations division. Serve as the key contact for system upgrades impacting customer services. Works on special projects as assigned by senior management.

The complete job description covers the following topics:

- Essential duties and responsibilities
- Performance standards
- Qualification requirements
- Education and experience
- Language skills
- Mathematical skills
- Reasoning ability
- Other skills and abilities
- Physical demands
- Work environment