



Operations Analyst Sr

Contact: PNC

Email: pnc@countyjobs.careers

https://al-houston.countybuyselltrade.com/jobs/operations-analyst-sr_cleveland_62517

Address:

Cleveland

Price:

Check with seller

DetailsApplyPosition OverviewAt PNC, our people are our greatest differentiator and competitive advantage in the markets we serve. We are all united in delivering the best experience for our customers. As an Operations Analyst Sr within PNC's Managed Investment Operations organization, you will be based in Cleveland, Ohio.Job ProfileExecutes complex transactions/processes utilizing standard procedures. May have specific responsibility for one or multiple specialized products or functional areas.Processes and/or reconciles complex transactions of varying risk and financial value in accordance with established policies and procedures. Identifies and addresses exceptions and serves as a point of escalation for complex transactions. Partners internally with service partners to route calls, documents or other action items to complete transactions. May interact with external customers to complete transactions.Ensures the appropriate materials, documentation and capacity are available to complete transactions. Confirms equipment is operational, if applicable.Provides consultation and advice to internal and external customers. Reviews existing processes, recommends improvements and may assist with implementation. Participates in and may serves as a subject matter resource for process improvement projects. May assist in training and onboarding of new hires.Reviews transactions and related documents and verifies work processes to ensure completeness, accuracy and conformance to established service levels and applicable policies and procedures. May review reports to identify exceptions, monitor quality and ensure compliance. May participate in risk mitigation activities. Core CompetenciesManages Risk - Basic Experience Assesses and effectively manages all of the risks associated with their business objectives and activities to ensure activities are in alignment with the bank's and unit's risk appetite and risk management framework. Customer Focus - Basic Experience Knowledge of the values and practices that align customer needs and satisfaction as primary considerations in all business decisions, and ability to leverage that information in creating customized customer solutions. Job Specific CompetenciesProducts and Services - Working Experience Knowledge of major products and services and product and service groups; ability to apply this knowledge appropriately to diverse situations. Standard Operating Procedures - Working Experience Knowledge of and ability to design, implement and evaluate standard operating procedures affecting daily and strategic business operations in order to increase operational efficiency. Process Improvement - Working Experience Knowledge of business process improvement tools and techniques and ability to understand, update, or redesign existing business or work processes and Effective Communications - Working Experience Understanding of the communication concepts.



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<https://tinyurl.com/yknuz4>

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