



Chief Operations Officer

Buckeye State Bank is a fast-growing, relationship-focused community bank with approximately \$600 million in assets. We are committed to delivering exceptional financial solutions, personalized service, and long-term value to the businesses and communities we serve. As we continue to expand our presence in Central Ohio, we are seeking an experienced and strategic banking leader to serve as our Chief Lending Officer.

The Chief Operating Officer (COO) is responsible for leading and directing all administrative and operational functions of the Bank, a nearly \$600 million Ohio community bank. Reporting to the President/CEO, the COO will provide strategic leadership and oversight for Deposit Operations, Loan Operations, Compliance, Information Technology, Digital Banking, and the Call Center. The COO will drive operational excellence by ensuring efficient, compliant, and customer-focused processes while enhancing the employee experience and supporting the Bank's long-term growth objectives. Through strong leadership and collaboration, this role will optimize resources, improve operational performance, and position the Bank for future success.

Key Responsibilities:

Operational Leadership

- Develop and execute operational strategies that align with the Bank's mission, goals, and growth objectives.
- Provide leadership and oversight for all operational departments, including Deposit Operations, Loan Operations, Compliance, Information Technology, Digital Banking, and Call Center functions.
- Ensure operational processes are efficient, scalable, compliant, and aligned with industry best practices.
- Foster collaboration and communication across business lines to improve overall organizational performance and customer experience.
- Monitor key performance indicators and implement process improvements that enhance productivity, customer satisfaction, and operational effectiveness.

Deposit Operations Management

- Direct all aspects of Deposit Operations, including strategic planning, process improvement, risk management, and customer service support.
- Ensure effective communication and collaboration between Deposit Operations and other Bank departments.
- Leverage core processing systems and technologies to maximize operational efficiencies and resource utilization.
- Maintain expertise in banking systems and emerging technologies that support the deposit function.

Loan Operations Management

- Oversee all facets of Loan Operations, ensuring accuracy, efficiency, compliance, and exceptional internal and external customer service.

- Establish operational strategies that support loan growth while maintaining sound risk management practices.
- Coordinate closely with lending, compliance, and technology teams to continuously improve loan administration processes.

Information Technology & Digital Banking

- Provide strategic leadership for the Bank's technology infrastructure, systems, and digital banking initiatives.
- Partner with internal and external stakeholders to develop and execute the Bank's technology roadmap.
- Lead initiatives that improve system performance, cybersecurity, network operations, system design, and technology integration.
- Champion innovation and the strategic use of emerging technologies, including artificial intelligence (AI), to improve operational efficiency and enhance the customer experience.
- Ensure technology investments support the Bank's strategic objectives and future growth.

Talent Management & Leadership

- Recruit, develop, coach, and evaluate operational leaders and staff.
- Establish clear performance expectations and accountability measures to support organizational success.
- Foster a culture of teamwork, continuous improvement, employee engagement, and professional development.
- Lead and motivate teams toward achieving operational, service, and financial goals.

Strategic Planning & Organizational Growth

- Partner with executive leadership and the Board of Directors to develop and implement long-term strategic initiatives.
- Support the Bank's vision for sustainable organic growth and operational scalability.
- Identify opportunities for innovation, efficiency improvements, and enhanced service delivery.
- Effectively manage day-to-day operational challenges while maintaining focus on long-term organizational objectives.

Education and Experience for Success:

- ❖ Bachelor's degree in Business, Finance, Accounting, Economics, or related field required.
- ❖ Graduate degree, commercial banking school completion, or advanced banking certifications preferred.
- ❖ Minimum of 15 years of banking experience.
- ❖ Minimum of 10 years of progressive leadership experience within the banking industry.
- ❖ Extensive senior management experience overseeing multiple operational functions within a financial institution.
- ❖ Demonstrated expertise in:
 - Deposit Operations, Loan Operations, Information Technology, Compliance and Risk Management & Digital Banking
- ❖ Experience with core banking systems and operational technology platforms.
- ❖ Community bank or regional bank leadership experience strongly preferred.

BSB offers competitive compensation, as well as incentives and a benefit package, including:

- ❖ Standard Paid time off!
- ❖ Your Birthday off as well as two floating holidays!
- ❖ Retirement - 401k!

- ❖ ***You will be a member of the Employee Stock Ownership Plan!!***
- ❖ Health Insurance with Vision and Dental!!
- ❖ Life Insurance!
- ❖ Disability Insurance!

Benefits:

- ❖ 401(k) matching
- ❖ Dental insurance
- ❖ Flexible spending account
- ❖ Health insurance
- ❖ Health savings account
- ❖ Life insurance
- ❖ Paid time off
- ❖ Vision insurance

Schedule: Monday to Friday

Work Location: In person

If you are looking for an exciting and rewarding challenge – *Join the BUCKEYE STATE BANK Team!*
Interested? Please email hrdepartment@JoinBSB.com with a copy of your resume.

Buckeye State Bank is an equal opportunity employer.

Main Office
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