



Operations Production Support Specialist Sr

Contact: PNC

Email: pnc@countyjobs.careers

https://al-mobile.countybuyselltrade.com/jobs/operations-production-support-specialist-sr_pittsburgh_68184

Address:

3022 G St Ste 102, Pittsburgh

Price:

Check with seller

Details
Apply
Position Overview
At 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 Production Support Specialist Sr within PNC's Retail Banking organization, you will be based in Pittsburgh, PA. **Job Profile**
Leads critical operational support and/or implementation of services, processes, capabilities or initiatives within an operational unit, and oversees performance and risk indicators.**Establishes** process performance measurements and oversees business impact. May implement critical business support services. Communicates performance statistics to internal stakeholders and senior management.**Promotes** the production workflow and oversees escalated process issues. Independently identifies and manages the resolution of exceptions and serves as a point of escalation. May coach operations process managers and team members .**Determines** and/or drives change and improvement efforts in production and/or processes. May develop and oversee policy change and/or improvement. Ensures understanding, acceptance and support for business support services, methods, capabilities or initiatives through collaboration with executives, business partners and team members.**Ensures** the business adheres to policies, procedures and regulatory standards. Independently resolves compliance issues and drives risk mitigation activities. **Core Competencies**
Manages Risk - Working 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** - Extensive 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 Competencies**
Business Process Design - Extensive Experience Knowledge of business process design techniques that encourage a critical, fresh look at key processes and focus on optimizing organizational performance; ability to apply this knowledge appropriately to diverse situations. **Standard Operating Procedures** - Subject Matter Expertise 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 Management** - Subject Matter Expertise Knowledge of business process improvement

tools and techniques and ability to understand, modify, update, enhance existing business or work processes. **Competing** - Extensive Experience Knowledge of techniques and responsible in providing technical or business guidance to both internal and external; ability to apply this knowledge appropriately



Operations Production Support Specialist Sr
PNC
[pnc@countyjobs.careers](https://tinyurl.com/y5xb2e)
<https://tinyurl.com/y5xb2e>



Operations Production Support Specialist Sr
PNC
[pnc@countyjobs.careers](https://tinyurl.com/y5xb2e)
<https://tinyurl.com/y5xb2e>



Operations Production Support Specialist Sr
PNC
[pnc@countyjobs.careers](https://tinyurl.com/y5xb2e)
<https://tinyurl.com/y5xb2e>



Operations Production Support Specialist Sr
PNC
[pnc@countyjobs.careers](https://tinyurl.com/y5xb2e)
<https://tinyurl.com/y5xb2e>



Operations Production Support Specialist Sr
PNC
[pnc@countyjobs.careers](https://tinyurl.com/y5xb2e)
<https://tinyurl.com/y5xb2e>



Operations Production Support Specialist Sr
PNC
[pnc@countyjobs.careers](https://tinyurl.com/y5xb2e)
<https://tinyurl.com/y5xb2e>



Operations Production Support Specialist Sr
PNC
[pnc@countyjobs.careers](https://tinyurl.com/y5xb2e)
<https://tinyurl.com/y5xb2e>



Operations Production Support Specialist Sr
PNC
[pnc@countyjobs.careers](https://tinyurl.com/y5xb2e)
<https://tinyurl.com/y5xb2e>



Operations Production Support Specialist Sr
PNC
[pnc@countyjobs.careers](https://tinyurl.com/y5xb2e)
<https://tinyurl.com/y5xb2e>



Operations Production Support Specialist Sr
PNC
[pnc@countyjobs.careers](https://tinyurl.com/y5xb2e)
<https://tinyurl.com/y5xb2e>