

Matthew Doyle

Director, Banking & Financial Services

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Position Description and Candidate Specification

Cash Management Operations Manager

THE COMPANY

Based in Western New York, First Niagara Financial Group Inc. (NASDAQ: FNFG) is an established, growing and successful financial services company with businesses organized around retail and commercial banking, insurance and asset management. Through its wholly owned subsidiary, First Niagara Bank, FNFG had assets of \$14.1 billion and deposits of \$9.9 billion as of September 30, 2009.

First Niagara Bank is a community-oriented bank providing financial services to individuals, families and businesses through its 171 branch network and five Regional Market Centers across Upstate New York (Syracuse, Albany, Rochester and Buffalo) and Western Pennsylvania. In July 2009, First Niagara announced plans to acquire Harleysville National Corporation and its \$5.2 billion in assets and 83 branches in the Philadelphia area, subject to regulatory and Harleysville shareholder approval. For updated information on this visit www.fnfg.com.

Founded in 1870 as Farmers and Mechanics Savings Bank and operating as Lockport Savings Bank until 2001, First Niagara made its first of five bank purchases in 2000 and began diversifying financial services offerings in 1998 with the acquisition of the first of seven insurance agencies. First Niagara acquired a variety of other related companies over the years, including asset management, benefits consulting, and specialty finance firms.

First Niagara Financial Group is well-capitalized and positioned to continue their growth strategy in 2010 and beyond. While their senior management team has done a formidable job of growing the company and managing its culture, there is now a need for an additional senior executive to oversee retail administration for the company.

JOB DESCRIPTION

POSITION TITLE: Cash Management Operations and Administrative Manager

DEPARTMENT: Financial and Business Services

REPORTS TO: SVP – Financial & Business Services

PRIMARY FUNCTIONS:

This position is responsible for the planning and directing of all department activities and ensuring the timely processing of all cash management support functions. In addition, key responsibilities include the development of department policies and procedures including clearly defined workflows that ensure a high level of quality customer service is maintained, ensuring that department and customer records are maintained within audit, compliance and regulatory requirements, supporting sales efforts by participating in business development activities and establishing a working environment that encourages staff development and the ability to achieve goals and objectives.

MINIMUM QUALIFICATIONS:

- ◆ A Bachelor's degree in Finance, Accounting or related field, with a minimum of 10 years experience in financial services and a strong knowledge of electronic banking and cash management products and services
- ◆ Ability to multi-task, work independently and work effectively within a team environment
- ◆ PC proficient, including Word, Excel, and Powerpoint
- ◆ Strong communication, analytical and organizational skills
- ◆ Effective problem solving and negotiation skills
- ◆ Ability to supervise staff and effectively manage time and resources to ensure work is completed efficiently and within established time frames

ESSENTIAL JOB FUNCTIONS:

- ◆ Manage the workflow of the department to ensure that all activities are processed timely and accurately
- ◆ Respond to customer inquiries through the delivery of prompt, accurate and timely personalized service
- ◆ Participate in business development calls with Relationship Managers, including coordination of product and system demonstrations
- ◆ Support enhancements or new functionality for cash management products and services
- ◆ Assume lead role and assist Relationship Managers in addressing customer service issues
- ◆ Develop and revise policies and procedures as needed, ensuring on-going compliance with audit, compliance and regulatory requirements
- ◆ Develop and maintain customer agreements and other required documentation in accordance with policy and regulatory guidelines
- ◆ Assume responsibility for adherence to service charge schedules and assist in the achievement of bank deposit and service charge goals

- ◆ Provide consistent high quality customer service in accordance with established customer service standards
- ◆ Ensure staff is highly trained and skilled in all areas of cash management operations
- ◆ Maintain a working knowledge of bank products, services, policies and regulatory requirements
- ◆ Monitor and coordinate training and development to ensure consistent high level of knowledge and expertise among staff
- ◆ Ensure effective communication within the department through individual one-on-one meetings, staff meetings and/or other methods of communication
- ◆ Complete performance appraisals, quarterly progress reports and any other performance reports as needed
- ◆ Document disciplinary activities as necessary with input and guidance from Human Resources
- ◆ Identify employees with potential for advancement and provide coaching and development to these individuals
- ◆ Maintain strict standards in regard to confidential customer and employee issues
- ◆ Provide coaching to team members reinforcing need for operational proficiency
- ◆ Assist on special projects as needed
- ◆ Participate in community activities to enhance public awareness of First Niagara

POSITION SPECIFICATIONS:

- ◆ Actively listen and verbally communicate with customers and bank employees
- ◆ Maintain composure under pressure
- ◆ Must be dependable and organized
- ◆ Must be flexible and able to adapt to changing needs
- ◆ Able to travel as needed

WORKING CONDITIONS:

- ◆ Normal office environment with little exposure to dust, noise, temperature and the like
- ◆ Extended viewing of CRTR screen
- ◆ Moderate lifting up to 25 pounds
- ◆ Ability to sit for extended period of time