

Chain Bridge Bank, N.A.



Personal Banker Job Description

Job Title: Personal Banker

Department: Main Office

FLSA Status: Non-Exempt

Reports to: Banking Office Manager

The Chain Bridge Bank, N.A. Personal Banker is responsible for opening new accounts, servicing accounts, informing clients about other products and services, acquiring new business, assisting the teller line and providing attentive personal service to further client relations.

About Chain Bridge Bank, N.A.

We are a nationally chartered but privately held bank headquartered near Washington, D.C. We pride ourselves on delivering exceptional banking experiences through attentive personal service, cutting-edge technology, and a fortress balance sheet.

Our dedicated banking team excels in industry knowledge and client focus, offering a range of commercial and personal banking solutions, as well as trust and wealth management services. Chain Bridge Bank, N.A. clients appreciate our ability to provide tailored solutions to meet their unique financial needs.

Compensation

We offer competitive pay, a comprehensive benefits package, and the opportunity to participate in the Chain Bridge Bank, N.A. Incentive Compensation Plan. This plan rewards outstanding financial and risk management performance, offering potential group financial incentives based on key metric

Duties

As a Personal Banker at Chain Bridge Bank, N.A., you will play a crucial role in enhancing client relations and contributing to the growth of our business. Your responsibilities will include:

- Greeting clients and providing excellent service in person, over the phone, and via email.
- Addressing client inquiries about accounts, products, rates, and services, and efficiently executing service requests.
- Maintaining an up-to-date knowledge of Chain Bridge Bank, N.A.'s comprehensive range of products and services.
- Handling client inquiries and requests promptly and accurately.
- Opening and managing new personal and commercial deposit accounts, including checking, savings, money market, and certificates of deposit.

- Representing Chain Bridge Bank, N.A. at various business events to promote our services.
- Independently drafting written communications to customers and other stakeholders.
- Assisting in the reconciliation of ATM, vault, and branch balances when required.
- Stepping in to manage the teller window as needed.

Qualifications

Chain Bridge Bank, N.A. needs a Personal Banker that possesses:

- Two or more years of experience in sales, customer service, and cash handling.
- Exceptional verbal and written communication skills.
- Proven ability to thrive in a fast-paced environment, demonstrating strong multitasking and prioritization skills.
- Keen attention to detail and a strong work ethic.
- Proficiency in mathematics and strong analytical reasoning skills.
- Capability to lift and carry up to 30 pounds of coins and office supplies.

Compliance

The Personal Banker must comply with all applicable laws and adhere to Chain Bridge Bank, N.A.'s policies to maintain a professional and respectful workplace.

You will also be responsible for upholding internal policies that focus on risk management, safety, and compliance with regulatory standards. Adherence to all federal and state banking regulations and maintaining client confidentiality according to legal requirements and company policies are mandatory. Your performance evaluation will consider your compliance with these policies and the completion of required consumer compliance courses.

How to Apply

To apply, send a cover letter and resume to hr@chainbridgebank.com.

We look forward to reviewing your application and welcoming you to our team at Chain Bridge Bank, N.A.