

Chain Bridge Bank, N.A.



Job Title: Client Relationship Associate
Department: Branch Banking
Job Location: Onsite, McLean, VA (just outside Washington DC)
Reports to: Banking Office Manager

About Chain Bridge Bank, N.A.

Chain Bridge Bank, N.A., headquartered in McLean, Virginia, is a nationally chartered bank offering a comprehensive range of commercial and consumer banking services, including traditional deposit accounts, mortgages, and loans, as well as trust and wealth management services. The bank integrates personal service with technology and strictly complies with financial and regulatory standards.

Client Relationship Associate at Chain Bridge Bank, N.A.

This position is primarily responsible for delivering outstanding client service for all bank clients. The role emphasizes maintaining and nurturing strong client relationships, ensuring prompt and accurate support, and delivering seamless in-branch and remote banking experiences. In addition to new account duties, the role will also involve performing essential teller functions to support daily branch operations. While some business development activities are part of the role, the core focus is on exceptional client service. Success in this role requires strong multi-tasking abilities and meticulous attention to detail.

Compensation:

The bank offers competitive pay, a comprehensive benefits package, and participation in the Chain Bridge Bank, N.A. Incentive Compensation Plan. Training and career development opportunities are also provided.

Key Responsibilities:

Client Service & Relationship Management

- **Client Focus:** Serve as the primary point of contact for clients, addressing inquiries and resolving issues with professionalism and efficiency.
- **Relationship Building:** Proactively engage with clients to understand their banking needs, provide personalized guidance, and recommend additional services to enhance their overall experience.

- **Communication Excellence:** Answer incoming phone calls promptly and professionally, and compose clear, effective emails daily.
- **Service Enhancement:** Regularly review client feedback to identify areas for improvement and ensure client satisfaction.
- **Resource Expertise:** Serve as a knowledgeable resource on the bank's financial technology platforms and product offerings.

Teller Responsibilities

- Process routine transactions—including deposits, withdrawals, check cashing, and loan payments—accurately and in compliance with bank policies.
- Maintain and balance the cash drawer daily.
- Verify customer identification, monitor for potential fraud, and provide prompt assistance at the teller window.

Operational Responsibilities

- **Documentation:** Collect and organize all necessary documents for complete account packages, ensuring accurate electronic record-keeping of client communications.
- **System Proficiency:** Efficiently use the bank's core systems for account openings, maintenance, and service provision, including tasks like providing statements, resetting online banking credentials, and adjusting payment limits.
- **Compliance:** Follow all bank policies and procedures to ensure regulatory compliance.

Other Duties

- Collaborate with all departments to support a unified client service approach.
- Maintain up-to-date knowledge of the bank's products and related services (e.g., lending and trust).
- Participate in ongoing training and professional development.
- Assist with business development initiatives as needed, with an emphasis on client service opportunities.

Qualifications:

Experience and Education

- Experience in client service, relationship management, or teller operations is preferred.
- Bachelor's degree is a plus.
- Excellent verbal and written communication skills are essential.
- Proficiency with Microsoft Office tools (Word, Excel, Outlook, etc.) is required.
- Strong multi-tasking abilities and meticulous attention to detail are critical for success in this role.

How to Apply:

Please submit a resume and cover letter in PDF format to HR@chainbridgebank.com. We encourage highly qualified candidates to apply and look forward to reviewing your application.

Additional Information

Complying with all applicable safety and soundness and consumer compliance laws and regulations, taking the annually required consumer compliance courses, and adhering to the policies and procedures that facilitate compliance will all be factors considered when evaluating individual performance. Individual performance is rewarded in annual salary adjustments. Bank compliance with laws and regulations is a factor considered in the calculation of incentive compensation. The ratings that the Bank receives from its regulators and its auditors are factored into the annual incentive compensation calculation. Your adherence to these laws and regulations and the policies and procedures that support them directly affect the Bank's compliance. Annual incentive compensation rewards team performance. An employee will not be eligible for incentive compensation unless he/she takes the consumer compliance courses required of all employees and all the required consumer compliance courses for his/her job description or job responsibilities by the end of each calendar year. All required consumer compliance courses for the applicable year will be outlined in the Compliance Management Program made available to all employees.