

# Chain Bridge Bank, N.A.



**Job Title:** Vice President, Deputy Director of Operations

**Department:** Operations

**Job Location:** McLean, VA

**Reports to:** SVP, Director of Operations

## **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.

## **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.

## **Position Overview**

The Deputy Director of Operations supports the Director of Operations in overseeing all operational functions of the Bank, ensuring compliance, efficiency, and excellence in service delivery. This role plays a key part in managing the daily activities of the Operations Department, supporting deposit operations, treasury management services, compliance, digital banking, and back-office processing. The Deputy Director of Operations will also contribute to developing strategic initiatives, enhancing operational procedures, and leading process improvements to optimize performance and mitigate risk.

## **Key Responsibilities**

### **Operational Oversight & Process Management**

- Ensure that all daily operational functions, including deposit operations, check processing, wire transfers, ACH transactions, debit card operations, and digital banking services, are executed accurately and efficiently.
- Provide hands-on support and troubleshooting for complex operational issues and transactions as needed.
- Monitor and manage risk related to operational functions, including fraud prevention, regulatory compliance, and process controls.
- Assist in the development, implementation, and monitoring of operational policies, procedures, and metrics to maintain efficiency and compliance.

- Independently complete all annual system upgrades, end-of-year releases, and critical operational updates to ensure seamless processing across banking operations.
- Work closely with vendors, IT, and internal teams to troubleshoot issues, validate functionality, and implement necessary process adjustments.

### **Leadership & Team Development**

- Oversee and support the Operations Team, ensuring proper training, coaching, and performance management. Provide mentorship to members of the Operations Team.
- Serve as the primary backup for the Director of Operations, assuming leadership responsibilities in their absence.
- Promote a positive work environment by fostering collaboration, motivation, and employee engagement.

### **Client & Bank Support**

- Provide direct support and troubleshooting for complex operational issues and transactions .
- Assist clients and internal stakeholders with issues related to deposit products, digital banking platforms, treasury management services, wire transfers, and ACH processing.
- Ensure that commercial clients receive exceptional support in utilizing remote deposit capture, lockbox services, and other cash management solutions.
- Work closely with cross-functional teams (IT, Compliance, Retail Banking, Treasury Management) to resolve client service issues and enhance service delivery.

### **Compliance & Risk Management**

- Stay abreast of banking regulations, deposit rules, and BSA (Bank Secrecy Act) compliance requirements, ensuring all operational processes align with regulatory guidelines.
- Assist in responding to audits, OCC examinations, and compliance reviews, ensuring policies and procedures mitigate risk while maintaining operational efficiency.
- Support the Director of Operations in implementing risk mitigation strategies to enhance security, fraud detection, and operational control.

### **Process Improvement & Strategic Initiatives**

- Continuously review and improve operational procedures to increase efficiency, reduce errors, and enhance client experience.
- Assist in researching and implementing new technologies to streamline bank operations, digital banking services, and transaction processing.
- Collaborate with senior leadership on strategic projects to optimize operational workflows and support the Bank's business growth.

### **Qualifications**

## **Skills & Knowledge:**

- Familiarity with banking regulations, including Reg CC, Reg DD, Reg E, Reg J, UCC 4-A, NACHA rules, and OFAC regulations.
- Strong understanding of risk management, fraud prevention, and internal controls related to banking operations.
- Proficiency in Microsoft Office Suite and banking software platforms
- Familiarity with AI tools and other productivity enhancing technologies
- Strong leadership and team development capabilities.
- Excellent problem-solving, analytical, and critical thinking skills.
- Outstanding communication skills (both verbal and written).
- Ability to manage multiple tasks, prioritize responsibilities, and work efficiently under pressure.
- Detail-oriented, with strong organizational and time-management skills.

## **Education, Certifications & Experience:**

- Minimum Education: Bachelor's Degree; Preferred Education: Master's Degree
- Academic honors such as Dean's List, summa cum laude, or membership in academic honor societies.
- Strong knowledge of deposit operations, compliance regulations, BSA requirements, and digital banking platforms.
- Minimum Experience: 5+ years in banking operations, treasury management, or digital banking, with experience in leadership or supervisory roles.
- Preferred experience: Greater than 5 years in in Treasury and/or Cash Management roles.

## **How to Apply**

Please submit a resume and cover letter, and transcripts to [HR@chainbridgebank.com](mailto: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 with 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.