

Chain Bridge Bank, N.A.



Job Title: Project Manager, Website Operations and AI

Department: Project Management

FLSA Status: Non-Exempt

Reports to: SVP, Director of Project Management

The Project Manager at Chain Bridge Bank, N.A.

The role focuses on website operations, AI technology integration, and other bank projects. It manages, updates, and improves the website. Additionally, it oversees social media content implementation and employs AI technologies to enhance operational efficiency and client engagement.

Collaboration, Reporting, and Approval

The Project Manager reports to the Director of Project Management and collaborates closely with key personnel:

- **Director of Project Management:** Besides reporting to this role, the Project Manager collaborates on the website's overall appearance and other digital platforms.
 - **Communications Director:** The role liaises with the Communications Director, who determines the content for the website and social media.
 - **In-House Counsel and Compliance Officer:** The bank's Counsel and Compliance Officer provide final approval to all content to ensure legal and compliance standards are met.
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About Chain Bridge Bank, N.A.

Chain Bridge Bank, N.A. is a nationally chartered bank offering a comprehensive range of commercial and consumer banking services. These services include 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.

Duties

- Manage, monitor, update, and improve the website through a Content Management System (CMS).
- Lead initiatives to integrate AI technologies, such as ChatGPT and related plugins, to enhance website operations and user engagement.
- Implement the content strategy for social media platforms, as provided by the Communications Director.
- Liaise with the Communications Director and Counsel for content approval.
- Train staff across the bank on the use of ChatGPT and relevant plugins to foster a culture of innovation.
- Collaborate with cross-functional teams to maintain a unified and compliant web presence.
- Monitor website performance using Google Analytics and adapt strategies accordingly.
- Conduct audits for usability, accessibility, and content accuracy.
- Manage a content calendar for timely updates and releases, as directed by the Communications Director.
- Ensure website compatibility across various browsers and devices.
- Address inquiries and feedback related to website operations and usability.
- Maintain and archive content inventory.
- Stay updated on industry trends in web content management and AI technologies.

- Work on bank projects as directed.
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Qualifications

The bank seeks a candidate with:

- 3+ years of experience in website operations within a corporate environment, preferably in a bank.
 - Proficiency in Content Management Systems like WordPress.
 - Experience with SEO tools, including Google Analytics.
 - Familiarity with AI technologies, particularly ChatGPT and related plugins.
 - Expertise in design software such as Figma, Adobe Photoshop, Adobe Illustrator, and Adobe InDesign.
 - Basic HTML/CSS editing skills.
 - Exceptional communication skills.
 - Ability to multitask and prioritize in a fast-paced environment.
 - Prior experience in commercial banking is a plus but not required.
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Compliance

The Project Manager must comply with relevant laws and Chain Bridge Bank, N.A. policies to maintain a professional and respectful workplace. Responsibilities include upholding internal policies on risk management, safety, and regulatory compliance. Strict adherence to federal and state banking laws and client confidentiality is essential. Performance evaluations will assess compliance with these policies and the successful completion of required consumer compliance courses.

How to Apply

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

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