

## **Job Title: Bank Officer, Business Relationship Associate**

Department: National Banking

FLSA Status: Exempt

Reports to: Vice President, National Banking Manager

### **Bank Officer, Business Relationship Associate at Chain Bridge Bank, N.A.**

The Bank Officer, Business Relationship Associate will be responsible for managing client relationships, delivering a high standard of service, and supporting business development efforts within National Banking. This role builds on core service responsibilities by adding greater ownership of client interactions, proactive engagement, and contribution to the Bank's growth.

### **About Chain Bridge Bank, N.A.**

Chain Bridge Bank, N.A. ("Chain Bridge" or the "Bank") is a nationally chartered bank regulated by the Office of the Comptroller of the Currency and a wholly owned subsidiary of Chain Bridge Bancorp, Inc., a Delaware corporation and registered bank holding company. Chain Bridge Bancorp, Inc.'s Class A common stock is listed on the New York Stock Exchange under the ticker symbol "CBNA." The Bank provides commercial banking and trust and wealth management services to clients nationwide through a technology-enabled operating model. As a regulated financial institution, the Bank places a premium on accuracy, clarity, and disciplined execution in all public-facing systems and communications.

## **Key Responsibilities**

### **Client Relationship Management**

- Serve as a primary point of contact for a portfolio of clients, ensuring timely, accurate, and thoughtful service
- Maintain regular communication with clients to strengthen relationships and understand evolving needs
- Guide clients through account onboarding, maintenance, and use of banking products and services, including digital and treasury solutions
- Handle client inquiries and issues with sound judgment, including more complex or sensitive matters such as fraud-related concerns

### **Client Servicing and Execution**

- Execute and support day-to-day account servicing activities, including payment processing, account updates, and transaction verification
- Ensure accuracy and completeness of client documentation and requests in accordance with Bank policies
- Assist clients with implementation and ongoing use of banking products and digital platforms
- Research and resolving client inquiries efficiently, maintaining a high standard of responsiveness

## **Business Development Support**

- Respond to inbound client and prospect inquiries and follow up on new business opportunities
- Identify opportunities to deepen client relationships through additional products and services
- Participate in client calls, meetings, and onboarding discussions to support relationship growth
- Support targeted outreach efforts and relationship-building initiatives to expand the Bank's client base

## **Cross Functional Coordination**

- Work closely with internal teams, including Operations, Treasury Management, and Compliance, to ensure seamless client experience
- Coordinate with third-party providers when needed to support client services
- Contribute to a consistent and professional client experience across all touchpoints

## **Risk Management and Compliance**

- Adhere to all internal policies, procedures, and regulatory requirements
- Exercise sound judgment in handling client transactions, documentation, and inquiries
- Escalate issues appropriately and maintain a fact-based approach in all communications
- Support audit and documentation requirements with accuracy and attention to detail

## **Qualifications and Experience**

### **Required**

- Strong client service orientation with the ability to manage relationships professionally and effectively
- Demonstrated ability to manage multiple priorities while maintaining accuracy and responsiveness
- Strong problem-solving skills and sound judgment in client-facing situations
- Clear written and verbal communication skills
- High attention to detail and commitment to accuracy

### **Preferred**

- Prior experience in commercial banking, treasury management, or client servicing
- Exposure to client onboarding and business development activities
- Familiarity with digital banking platforms and payment systems
- Ability to adapt to evolving systems and client needs
- Bachelor's degree preferred (finance, accounting, economics, business, or related field).

## **Compensation**

Compensation will be commensurate with experience and qualifications. This role is eligible to participate in the Bank's annual incentive compensation plan, under which employees may earn a cash bonus based on the performance of the Company and the team, with an emphasis on financial results and risk management. Plan terms, eligibility, and payout amounts are determined at the sole discretion of the Bank and are subject to change. This is a hybrid position, with a requirement to be in the office at least three days per week in McLean, Virginia.

## **Benefits**

Chain Bridge offers a professional benefits package consistent with a regulated banking environment, including:

- Competitive base salary
- Comprehensive health benefits (medical, dental, and vision)
- 401(k) retirement plan with employer contribution
- Paid time off, including vacation, holidays, and sick leave
- Annual incentive compensation plan
- Professional development opportunities relevant to the role and the Bank's operating environment

## **Compliance**

It is understood that 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.

## **How to Apply**

To apply, send a cover letter and resume in PDF format to [hr@chainbridgebank.com](mailto:hr@chainbridgebank.com). We look forward to reviewing your application and introducing you to our team at Chain Bridge Bank, N.A.

### **CHAIN BRIDGE BANK, N.A.**

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