

Job Title: Commercial Services Specialist

Department: National Banking

FLSA Status: Exempt

Reports to: Vice President & National Banking Manager

Commercial Services Specialist at Chain Bridge Bank, N.A.

The Commercial Services Specialist will be directly responsible for client support regarding the various online services, relationship management of new and existing clients, maintenance and project requests, and managing compliance-related administrative duties.

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

Operational

- Assist in the gathering of all documents necessary for a complete account package
- Assist customer with signing documents necessary to complete transactions and receive initial deposits
- Manage document tracking for departmental audits
- Manage large deposit verification and overdraft notification process
- Verify account transactions and wires with clients in a timely manner
- Investigate and research account activity and effectively answer client inquiries
- When necessary, interact professionally with third-party vendors to seamlessly provide such services for the client.

Business Development

- Follow-up with clients on pending items, such as deposit accounts, loan requests, online treasury management services, e-commerce products, remote capture, and lockbox
- Provide technical support for treasury management, be capable of installation and troubleshooting remote capture machines, mobile banking, and the stability of commercial banking products and services
- Request financial information for loan related matters
- Assist in the preparation of marketing activities and materials.
- Coordinate bank sponsored events geared to generate future business or customer appreciation.

Relationship Management

- Manage client expectations regarding their deposit and loan requests as they move through internal channels.
- Provide ongoing relationship management for clients in portfolio
- Interact with clients on a regular basis to determine additional banking services or enhancements to existing products.

Other Duties:

- Work seamlessly with all departments of the bank
- Maintain high level of proficiency with the Bank's products and services
- Continuing education and training in lending, credit, and cash management
- Administrative tasks and other duties assigned.

Qualifications and Experience

Required

- Strong organizational skills with the ability to manage multiple priorities and maintain accuracy in a fast-paced banking environment.
- Demonstrated client service orientation, with the ability to respond to inquiries promptly and professionally.
- Strong problem-solving skills and the ability to follow established policies and procedures.
- Ability to adapt to changing priorities and evolving systems within a regulated environment.
- Attention to detail and commitment to accuracy, particularly in handling financial information and account documentation.
- Strong written and verbal communication skills, including the ability to prepare clear client correspondence and internal documentation.
- Strong interpersonal skills and the ability to work effectively across business lines, including Operations and Compliance.
- Ability to maintain confidentiality and exercise sound judgment when handling sensitive client and Bank information.

Preferred

- Prior banking experience a plus
- Bachelor's degree preferred (finance, accounting, economics, business, or related field).
- Sales and client service experience
- Proficient with adapting to technology
- Functional understanding of Microsoft Office tools.

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

CHAIN BRIDGE BANK, N.A.

Member FDIC • Equal Housing Lender • Federal Reserve Member
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