

Chain Bridge Bank, N.A.



Job Title: Commercial Services Specialist

Department: Commercial Banking

FLSA Status: Exempt

Reports to: Sr. Vice President, Chief Commercial Banking Officer

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

This position 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. 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

We offer competitive pay, a comprehensive benefits package, and participation in the Chain Bridge Bank N.A. Incentive Compensation Plan. Opportunities for training and career development are also provided.

Duties

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 of remote capture machines, mobile banking, and the stable 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 in regards to 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 as assigned.

Qualifications

The bank seeks a candidate with:

- Prior banking experience a plus but not required;
- Sales and client service experience;
- Proficient with adapting to technology;
- Functional understanding of Microsoft Office tools

Compliance

The Commercial Services Specialist 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.