
PERSONAL BANKER

Full Time/Exempt

Reports to VP, Client Experience Manager

12/9/19

Who We Are

At Seattle Bank, our mission is to be a unique financial resource to our community by providing our clients a personalized experience and peace of mind. We know that we create value for clients by aligning the right resources behind them and their dreams. We achieve that alignment through a shared sense of vision, urgency, and possibility.

We're unlike most banks, in that we are highly focused on providing tailored services to individuals and families, business owners, and businesses. That focus enables us to customize solutions to a unique personal or business situation. We leverage a great team and great technology to move quickly, and to make things easy for our clients.

Position Summary

The Personal Banker supports the Bank's Private Client Managers in day-to-day activities. As the Personal Banker you are responsible for ensuring client requests are handled in a professional and timely manner, and our clients walk away from the interaction feeling great about their bank.

Who you are

- **Obsessed with the client experience.** You appreciate the importance of great service, and know what that looks like in a private or commercial banking setting. You enjoy interacting with clients and love being a resource for them.
- **Motivated.** You have a sense of urgency, because you are excited to solve problems and you want to be a resource to clients, colleagues, and connections.
- **Organized.** You know how to prioritize and manage your time well. You have great follow-up with clients.
- **Independent.** You can work without supervision to complete projects and manage day-to-day duties.
- **A team player.** You get along well with your colleagues, communicate effectively with peers, and support teams and management.
- **Know technology.** In the ever-changing world of banking, you embrace technology and enjoy assisting clients in learning how to use electronic banking resources including mobile banking, online banking, and remote deposit capture. You think outside the box to fix issues.
- **Communicator.** You've got great oral and written communication skills; phone, email, and face-to-face interactions will be professional, effective, and authentic.
- **Knowledgeable.** You will be a resource for others; knowing how our internal systems work, understanding our product offerings, and helping clients use these resources.

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- seattlebank.com
 - 206.281.1500



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Essential duties

- Support Private Client Managers for all private client banking needs, including setting up accounts, checking balances, and mobile and online banking assistance.
- Respond to client issues with password resets, login attempts, limit increases, and travel notices for debit and credit cards.
- Support treasury management clients, which includes Wires, ACH, RDC installations, limit increases, treasury reviews and any other requests that come through client desk.
- Create and edit bank and system procedures.

We'd love to hear from you if:

- Six or more years of banking and customer service experience.
- Bachelor's degree or equivalent combination of relevant education and experience.
- Comprehensive knowledge of bank product offerings. Ability to obtain quick proficiency in new key business systems to support a breadth of client solutions.
- Advanced knowledge of relevant state and federal banking regulations, FDIC insurance, operational policies and procedures, and product features.
- Relevant math proficiency, including ability to reconcile accounts, locate routine mathematical errors and develop and interpret basic charts and graphs.
- Exceptional verbal and written and interpersonal communication skills, including the ability to write reports, correspondence and procedures, and interact professionally with customers and coworkers.

Interested?

Please send a cover letter and resume to jobs@seattlebank.com.

Seattle Bank considers for employment and hire qualified candidates without regard to race, religious creed, religion, color, sex, sexual orientation, genetic information, gender, gender identity, gender expression, age, national origin, ancestry, citizenship, protected veteran or disability status or any factor prohibited by law, and as such affirms in policy and practice to support and promote the concept of equal employment opportunity and affirmative action, in accordance with all applicable federal, state, provincial and municipal laws. The company also prohibits discrimination on other bases such as medical condition, marital status or any other factor that is irrelevant to the performance of our teammates. Candidates must possess authorization to work in the United States, as it is not the practice of Seattle Bank to sponsor individuals for work visas. Employment at Seattle Bank is on an at-will basis.

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