
Client Support Associate

Full Time, Non-Exempt

Reports to Client Experience Manager

November 5, 2020

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

This position is responsible for delivering outstanding customer service to Seattle Bank clients. The position will be closely involved in the day-to-day branch activities including operations, customer service, product sales, and the security of the clients' financial transactions.

Essential Duties

- On-board new clients, and assist with daily maintenance of deposit accounts, standard treasury management products, debit and credit cards, online and mobile banking.
- Process teller transactions.
- Educate clients on Bank products.
- Demonstrate an understanding of the Bank's product offerings while ensuring the clients' financial needs are being met.
- Support Commercial bankers to ensure a seamless client experience.
- Identify, create and implement process efficiencies.

• seattlebank.com
• 206.281.1500



Client Support Associate

We'd love to hear from you if have:

- Bachelor's degree or equivalent combination of relevant education and experience.
- 2+ years of experience working in the financial industry.
- Excellent customer service and problem-solving skills. Ability to identify and resolve complex issues quickly.
- Strong computer and technical skills. Proficiency in Microsoft Office Suite programs.
- Ability to read, analyze and interpret business financials and bank statements.
- Demonstrated big-picture thinking in a fast-paced & ever-changing environment.
- Exceptional verbal and written communication skills, including the ability to write reports, correspondence and procedures; and interact professionally with customers and coworkers.
- Effective organizational and time management skills.

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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