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# VP, Client Experience Manager

Full Time, Exempt

Reports to EVP, Deposit Operations and Client Experience

January 21, 2021

## 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

Provides overall support and leadership of our Client Service Team with the objective of enhancing sales and service effectiveness.

The Client Experience Manager will oversee the administration and efficient daily operation of full-service branch duties including but not limited to product sales/maintenance, operations, customer service, and security and safety for our Clients, in accordance with the Bank's objectives.

## Essential Duties

- Oversee the day-to-day client operations ensuring all requests are responded to within expected time constraints
- Lead and inspire a cohesive team that provides outstanding customer service to our clients
- Resolve roadblocks by combining creativity and sound judgment

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• [seattlebank.com](http://seattlebank.com)  
• 206.281.1500



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# VP, Client Experience Manager

- Subject matter expert on branch operations
- Responsible for the recruitment and development of employees
- Ensure adherence to bank policies and state/federal regulations
- Collaborate with Treasury Management, Bank Operations, Relationship Managers and Private Client Managers to ensure the Client experience is aligned with relationship objectives
- Contribute to profitability of the Bank by implementing cost controls and monitoring budget to ensure compliance with goals
- Model continuous learning and process improvements that have a positive impact on the client experience

## We'd love to hear from you if have:

- Bachelor's Degree in business, finance, or accounting. Equivalent combination of education and relevant work experience may be considered
- 3 to 5 years' experience of team leadership in a branch environment
- Competency with Microsoft Office products including Word, Excel and Outlook
- Excellent customer service and problem-solving skills. Ability to identify and resolve complex problems quickly
- Demonstrated big-picture thinking in a fast paced & ever-changing environment
- Effective organizational and time management skills

## Interested?

Please send a cover letter and resume to [jobs@seattlebank.com](mailto: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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