
SVP, Deposit Operations & Client Experience

Full Time, Exempt

Reports to President & CEO

December 2, 2021

Who We Are

At Seattle Bank, we think boldly. We are a boutique bank with a big vision for how we serve our clients and our community. With a motivated and forward-thinking team, we are building the modern banking business model in order to deliver the highest value to our clients, community and shareholders. Our specialty is serving clients with complex, interwoven banking needs and giving them the peace of mind that only exceptional service can provide. Complex transactions – both loans and deposits – are routine at Seattle Bank. When we collaborate with clients and professional advisors to solve their specific problems or pursue opportunities, they see us not as their banker, but as an extension of their team. We set goals, work hard and reward a job well done – together. As a lean team, we do our work with directness, efficiency, and transparency. Seattle Bank provides tremendous opportunities for eager and entrepreneurial professionals who want to be part of reimagining the banking industry and building a new kind of financial institution.

Position Summary

The SVP, Deposit Operations & Client Experience will bring substantial energy and enthusiasm as a key member of the Bank's executive management team and will play a significant role in the growth of the company. This role will manage and build deposit related - operational capabilities to serve our boutique bank clients, roll-out new products / services, and support new banking partnerships with 3rd party brands. Strong candidates are masters at leveraging technology to improve internal processes and deliver great client experiences. This is a unique opportunity for a great builder of teams with deep deposit operations experience, and a passion for helping people. This is an on-site position based in the Seattle Bank headquarters in downtown Seattle, which is moving to the epicenter of Northwest commerce at Rainier Square in mid-2022.

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Scope & Responsibilities

- Leadership – Provide strong leadership across a diverse set of complex business, risk, and regulatory required functions in the deposit area from customer service, mobile/online banking systems, back-office operations, systems maintenance / upgrades, and new digital product rollouts.
- Customer Experience – Lead a team of professionals in delivering a world-class customer experience for our clients..
- Scale Operations – Create and implement strategies involving people, processes, and technology to support the rapid growth of existing or new business lines. Build forward looking business plans to scale multiple products/services simultaneously.
- Risk Management – Manage and constantly evolve and improve a very strong risk management culture within deposit operations and client experience. Manage risk through strong process development, policies, training programs, systems oversight, and by partnering with Audit / Compliance to identify areas of improvement and implementing change as needed. Maintain expert knowledge of all federal and state laws and regulations, along with the Bank's policies and procedures. Maintain an expert working knowledge of fraud mitigation strategies.
- Collaboration – Collaborate with key stakeholders, line of business leaders, and other managers to drive unique value to clients through enhanced or new products/services/channels. Adeptly manage the inherent challenge of managing innovation while managing risk. Expertly work with the Bank's software and service vendors to manage day-to-day needs, implement new services/upgrades, and execute strategic initiatives.

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

- 10+ years' experience and deep knowledge of a broad set of areas within the deposit side of banking – payment systems (i.e. item processing, ACH, wires,

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debit/credit cards), branch banking and customer service, digital/online banking systems, and treasury management.

- Strong capabilities for developing and implementing processes and teams to manage a wide variety of deposit related risks.
- Bachelor's degree and continuing education in the fields of operations and/or technology.
- Experience managing teams in the successful execution of meaningful deposit and/or treasury management business strategies and transaction volumes.
- Proven track record of helping employees grow professionally and recruiting strong new members to teams. You're someone others want to work with and for.
- Excellent communications skills at all levels (front line staff to board room) both written and verbal, with particular skill at navigating the challenges of communication needed in hybrid and remote environments. Considered a consummate professional with strong ability to articulate a company's vision to a variety of audiences.
- A genuine interest in and understanding of how the banking industry is evolving with next generation technologies and user experiences, and a desire to help be at the forefront of these exciting changes.
- A high level of agency, pride, and willingness to own the responsibility for the function, while collaborating closely with other business lines within the Bank to solve complex problems for customers while mitigating risk.

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

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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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