

## Client Care Associate

The Client Care Associate is an integral part of Piermont Bank's client care team. It focuses on supporting clients from onboarding through their journey with Piermont and ensuring good experience and services at all times.

### Principal Accountabilities

- Provide each new client an excellent account opening and onboarding experience.
- Apply client, product, and process knowledge to answer questions and discern/relay onboarding requirements, steps, expected timeframes, and status for diverse set of requests to clients and internal partners.
- Process transactional activities including wires, online banking, remote deposit checks, ACH, and some limited teller transactions
- Work with internal teams to resolve any client issues and service accounts
- Communicate with clients and respond to inquiries in a responsive and timely matter.
- Assist in improving and implementing compliance functions including audits controls, records management, approvals and ensuring all security procedures are strictly followed.
- Support implementation of new programs and initiatives related to depository products and services when needed.

### About You:

- Bachelor's degree or equivalent.
- 3+ years of related banking experience, teller, new accounts representative, universal banker or equivalent.
- Knowledge about banking products and services, comprehensive understanding of regulatory and compliance related to daily job functions.
- Strong technical skills and experience with depository related programs such as account opening, teller system etc.
- Excellent customer communication and relationship skills.
- Ability to problem solve and work in a fast passed and evolving environment.

The hiring range for this position is \$65,000 to \$85,000 per year. The base pay actually offered will take into account internal equity and also may vary depending on the candidate's job-related knowledge, skills, and experience, among other factors. A bonus and/or incentives may be provided as part of the compensation package, in addition to the full range of medical, dental, vision, 401k and other benefits.

Piermont Bank is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We do not discriminate based upon race, religion, color, national origin, political affiliation, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability or other applicable legally protected characteristics.