



**Job Title:** Client Services Representative - Private Bank  
**Department:** Private Bank Service Team  
**Location:** Pittsburgh, PA

**Job Summary:**

The Client Services Representative position coordinates the past due interest payment collection efforts resident the Private Bank Service Team. This position includes working closely with the full Sales organization, Portfolio Management, Internal and External Counsel, Compliance, Financial Advisors and all other authorized parties affiliated with each Private Banking transaction.

**Primary Job Responsibilities:**

- The Client Services Officer will closely monitor and resolve past due interest payment issues.
- The position will also work closely with the Private Bank Service Team in supporting client requests.
- This job involves working closely with relationship managers, inside sales, portfolio managers, internal and external counsel, compliance, borrowers and all other authorized parties affiliated with each transaction.
- Provide premier client experience across all client engagements
- Keen attention to detail and understanding of loan process/system and applicable lending requirements.
- Working closely with other teams within operations and the bank to enhance current processes.
- Actively participates in projects as assigned.

**Education and Experience Requirements:**

- Associates degree or equivalent combination of education and experience
- A minimum of 4 years of financial industry experience, including 2 years of bank operations and/or client service experience.

**Essential Skills and Abilities:**

- Ability to organize and prioritize work assignments in a consistent manner to ensure timely and efficient execution.
- Exceptional interpersonal and communication skills
- Strong work ethic and ability to be self-directed.
- Analytical problem-solving capabilities.
- Ability to work in a high-energy, fast-paced, team-oriented work environment and adapt quickly to changing priorities.

**Desirable Attributes:**

- Bachelor's degree preferred.

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