



Come join us!

We are a thriving, independent community bank, fully immersed in the evolution of a brand culture that is rooted in the heart of our organization. Together, we stand united in the knowledge that we are people who want to make a difference and be part of something bigger than ourselves. We do this through demonstrated:

- Passion and Drive
- Highly motivated professionals driven to succeed
- Shared Vision and Thinking
- Unwavering commitment to collaboration
- Focus and Performance
- We expect the highest performance level from ourselves and our coworkers, and we hold each other accountable in our pursuit of this expectation.

We encourage and support continued learning to help us grow as individuals, personally and professionally. We foster and create opportunities for our continued success, recognizing and rewarding all those who make it possible.

We're looking for qualified candidates who are authentic, optimistic, respectful, and inspire belief to stand united with us as a valued member of the Eagle Bank team.

All positions require:

- Professional appearance and approach
- **Excellent attention to detail**, interpersonal and communication skills
- Ability to adapt to changes in the work environment, managing competing demands and able to deal with frequent change, stress and/or unexpected events.
- Proficient use of computers and technology (i.e. PCs, tablets, smartphones, electronic banking, MS Office, etc.)
- Compliance with all Eagle Bank policies, procedures, performance and culture standards and expectations, as well as state and federal regulations.

We offer competitive salaries, a hybrid work environment, an excellent benefits package, including immediate enrollment in our 401(k) plan, and a generous PTO plan including 11 paid holidays.

Please submit your resume through **Indeed.com**. Thank you!

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

**External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

Career Opportunities

Call Center Representative (Full time) Kennebunk

Summary: Responsible for providing customer support and sales assistance via phone and email by answering inquiries, processing transactions, resolving complaints, and providing product/service information. Key responsibilities include handling both inbound and outbound calls/emails, documenting interactions in CRM software, escalating complex issues, and meeting performance targets.

- Promptly answers inbound calls and responds professionally and efficiently to customer/consumer inquiries ensuring callers receive accurate details about the Bank's products and services.
- Engages in active listening with callers, confirming or clarifying information to identify customer needs and find effective solutions.
- Follows standardized scripts to ensure consistency, while also tailoring responses as deemed necessary.
- Follows the Bank's CIP program and Fraud/Reg Flag procedures to identify customers and mitigate fraudulent attempts to access NPI.
- Researches customer transactions including, but not limited to: providing statement images, ordering checks, placing stop payments, managing all debit card related inquiries, etc.
- Educates customers about the features and benefits of the Bank's products, programs and services, and provides detailed information related thereto. Identifies opportunities to introduce additional products or services. Makes sales or recommendations for products or services that may better suit client needs.
- Guides callers through troubleshooting, or using the Bank's products or services.
- De-escalate situations involving dissatisfied customers, offering patient assistance and support while demonstrating courteous and respectful behavior at all times.
- Remains calm under pressure, ensuring consistent performance even during high call volumes.
- Recognizes when a customer's issue requires escalation to management or specialized departments when necessary.
- Logs all customer interactions, including inquiries, solutions, and follow-ups, in a computer system or CRM utilizing software, databases, scripts, and tools appropriately.
- Understands and strives to meet or exceed call center metrics and key performance indicators, while exceeding customer expectations through effective communication and problem-solving abilities.

Position specific requirements

- High School diploma or equivalent required.
- Minimum 3 years' banking customer service required; call center experience preferred.
- Exceptional customer service, active listening, and verbal and written communication skills, and friendly, professional phone voice.
- Ability to adapt to changes in the work environment, manage competing demands and deal with frequent change, stress and/or unexpected events.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

**External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

- Proficient use of computers and technology (i.e. Internet, PCs, tablets, smartphones, MS Office, electronic banking, etc.); proficient use of bank core processing applications preferred.

Commercial Loan Officer (Full time) **Kennebunk**

Summary: Develops, negotiates terms, recommends, and services commercial loan and account business in support of the Bank's loan production and asset quality goals and objectives. Generates and maintains a profitable client base and network of referrals for business development. Minimum five years' commercial loan origination experience.

- Originates commercial loans in accordance with budgeted goals and objectives.
- Makes commercial loan decisions within assigned limits and makes recommendations to the Chief Loan Officer and President/C.E.O. for approval.
- Conducts business development activities. Establishes relationships with local professionals and makes calls on area businesses with Business Development Officers.
- Services existing banking relationships as account officer, e.g. ensures receipt of updated financial statements, follows up on customer needs, and makes visits to customer sites as warranted. Ensures documentation files are complete.
- Monitors loan status of assigned accounts annually to determine any changes in financial condition or business climate.
- Coordinates loan workout, collection and OREO activities for assigned accounts.
- Utilizes the Bank's information systems to track/communicate business development activities, referrals and prospects.
- Monitors competitor's products and services, and provides input for new product/service development.
- Monitors ongoing trends and developments in banking, commercial lending, various business-related industries, and the economy.
- Represents the Bank through visible leadership involvement in various community, civic and industry related activities. Pursues CRA-related endeavors.

Position specific requirements:

- High School diploma required; Bachelor's Degree in Business, Accounting or Finance preferred.
- Minimum five years' bank lending experience required; commercial loan origination preferred.
- Proven sales, networking, relationship building, organizational, decision-making, detail orientation, multi-tasking, planning, time management, analytical, problem-solving, negotiation, interpersonal, follow-through, public speaking, and presentation skills required.
- Ability to practically apply lending/credit mathematics principles/concepts, etc. required.

Loan Servicing Representative I (Full time) **Everett**

Summary: Provides support to the Loan Servicing department including payment processing, insurance monitoring, and escrow insurance disbursements.

- Complies with all Eagle Bank policies, procedures, performance and cultural standards and expectations, as well as state and federal regulations.
- Processes all loan payments, including payoffs, monitors payment rejects, processes loan advances, remits payment to SBA and works on loan exception items.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

**External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

- Monitors insurance on all loans for cancellations/reinstatements. Places loans with cancelled insurance on forced placed coverage. Processes payments from escrow accounts for insurance payments.
- Sorts and distributes daily mail.
- Communicates payoff information as requested and issues refunds of payoff when necessary.
- Prepares and sends out discharges for paid off loans, conducts research, and prepares confirmatory discharges.
- Creates and maintains all automatic transfers for loans.
- Handles the monthly PMI bills and disbursements from escrow accounts.
- Performs weekly/monthly rate changes on core system.
- Performs file maintenance changes on loans.
- Works with real estate tax service to pay customer tax payments, adds loans to the tax service provider for tracking, verifies real estate tax payments for non-escrowed loans.
- Provides credit references.
- Conducts research as needed.
- Responds to call center requests related to loans.
- Functions as primary back-up to Loan Servicing Rep II as needed.

Position specific requirements

- High School diploma or equivalent required.
- Minimum one year loan servicing required.
- Attention to detail, organizational and customer service skills required.
- Ability to adapt to changes in the work environment, manage competing demands and deal with frequent change, stress and/or unexpected events.
- Proficient use of computers and technology required (i.e. Internet, PCs, MS Office, etc.).

Sales and Service Associate (Full time) Everett (2), Kennebunk, Lexington, North End

Summary: Supports branch sales and operations by proactively assisting customers with service requests and performing cash and non-cash transactions on customer accounts. Identifies customer needs and provides solutions and referrals for products and services as appropriate. Participates in team efforts to achieve branch goals including core deposits and loan referrals.

- Provides internal and external customer service as needed, including but not limited to: greets customers, handles cash and non-cash customer account transactions and servicing functions, responds to product/service/customer/account inquiries, resolves/escalates customer issues as necessary/appropriate, educates customers on how to conduct simple transactions through self-service technologies, etc.
- Identifies customers' needs as it relates to the appropriate selection of retail/commercial deposit products and services; opens accounts and assists customers in proper completion of account paperwork and transactions; reviews documents/data entry for accuracy and completeness.
- Cross sells products and services and makes appropriate referrals to other staff members and departments.
- Actively participates in branch promotions, generates qualified loan referrals and contributes towards branch product and service origination goals.
- Maintains working knowledge of all products, services and regulatory requirements.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

**External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

- Manages personal cash drawer, including daily drawer balancing, check balancing, and drawer limits as needed; assists with branch opening and closing.
- Functions in the capacity of Teller/Sales & Service Associate in any branch location as requested/required.
- Organizes and maintains workstation in a neat manner, in accordance with Bank standards.

Position specific requirements

- Minimum two years' high school completed or equivalent required.
- Minimum one year customer service experience required; cash handling a plus.
- Excellent attention to detail, interpersonal and communication skills required.
- Full proficiency in performing Teller/Sales & Service Associate functions at all branch locations required.

Sales and Service Supervisor (Full time) Everett

Sales & Service Associate plus:

Summary: Supervises all activities related to the daily operation of the teller, vault, and customer service areas to ensure the ongoing, effective performance of the branch. Identifies inefficient branch processes and makes recommendations for improvements. Provides assistance with the development and implementation of related branch procedures. Participates in team efforts to achieve branch goals including core deposits and loan referrals.

- Fosters a positive environment by modeling cultural expectations of accountability, inclusion, flexibility, continuous improvement and collaboration as a results' driven leader with an optimistic, can-do attitude.
- Participates in the interviewing, hiring, orienting, coaching, training, and evaluation of staff. Collaborates with Human Resources on employee relations strategies. Makes recommendations for the continuing development of staff to ensure effective succession planning.
- Supervises and/or participates in opening and closing of branch and branch security.
- Administers the branch cash vault and ATM as needed.
- Approves transactions within approved limits including, but not limited to: check cashing, deposits, withdrawals, fee waivers, etc.
- Assists with schedule and branch staff assignments to ensure sufficient coverage and proper performance of the branch.
- Provides internal and external customer support as needed, including but not limited to: greets customers, handles cash and non-cash customer account transactions and servicing functions, responds to product/service/account inquiries, assists with research requests, resolves/escalates customer issues as necessary/appropriate, educates customers on how to conduct simple transactions through self-service technologies, etc.
- Initiates product and service referrals to appropriate department or individual for follow-up.
- Participates in activities for generating new business such as promoting branch sales culture and special promotional events.
- Maintains working knowledge of the Bank's products and services, branch operations and related I.T. systems, in addition to regulatory requirements.
- Supervises and assists branch staff regarding the interpretation and implementation of Bank policies and procedures.
- Provides timely assistance with required audits, reports, schedules, etc.
- Functions in the capacity of Teller/Sr. Teller/Sales & Service Associate/Supervisor at any branch location as requested/required, including but not limited to: managing personal cash drawer and opening accounts.
- Organizes and maintains workstation in a neat manner, in accordance with Bank standards.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

**External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

Position specific requirements

- High School diploma or equivalent required.
- Minimum two years' customer service, cash handling, supervisory, and sales experience required.
- Excellent attention to detail, interpersonal and communication skills required.
- Full proficiency in performing Teller/Sr. Teller/Sales & Service Associate/Supervisor functions at all branch locations required.
- Ability to adapt to changes in the work environment, manage competing demands and deal with frequent change, stress and/or unexpected events.
- Proficient use of computers and technology required (i.e., Internet, PCs, tablets, smartphones, MS Office, electronic banking, etc.).

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

**External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*