



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, an excellent benefits package, including immediate enrollment in our 401(k) plan, and a generous PTO plan including 10 paid holidays.

Please submit your resume through [Indeed.com](https://www.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

SVP, Information Technology & Security (Full time)

Summary: Provides leadership and technical expertise for the development and implementation of information technology initiatives that align with the mission and business objectives of the Bank. Directs the planning, implementation and maintenance of enterprise I.T. systems in support of business development and Bank operations to enhance the efficiency and effectiveness of service delivery to customers and end-users. Provides oversight in the Bank's Information Security strategy to keep the Bank ahead of increasing security threats. Directs the formulation and execution of Bank policies, procedures and objectives as they relate to Information Technology and Information Security.

- 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.
- Directs the development of long and short-range strategic and business plans, policies and budgets as they relate to the I.T. and Information Security functions. Performs research and trend analysis, risk assessments and collaborates with staff experts to form I.T. and Information Security components of the Bank's business plan.
- Oversees, manages and ensures the effective and efficient use of multiple information and communications systems and projects, including I.T./I.S. security systems, voice, data, imaging, and office automation.
- Oversees execution, and participates in the development, design, and maintenance of the Bank's overall I.T. and Information Security Programs, including but not limited to: Vendor Relationship management, I.T./I.S. Risk Assessment, Cybersecurity Risk Assessment, privacy/security of Bank sensitive data and non-public customer information, I.T. Policies and Procedures, Vendor Management/risk assessment, Incident Response, Business Continuity and Crisis Management.
- Works in a consultative fashion with other department heads as an advisor of technologies designed to improve overall efficiency and effectiveness of information and delivery channel systems.
- Keeps abreast of ongoing trends and developments in technology as they relate to the banking industry. Makes recommendations for/implements new technology initiatives in support of the Bank's goals and objectives for profitable growth, branch expansion, product development, service delivery, and improved operational efficiency.
- Coordinates ongoing revisions to the Bank's Business Resumption Plan, updates the business impact analysis and conducts the annual business continuity and related business interruption testing internally and with appropriate third parties.
- Oversees the Bank's Record Retention Program and document imaging operation.

Position specific requirements:

- Bachelor's Degree or equivalent through specialized training in Information Technology, Information Security and Cybersecurity management required.
- Minimum five (5) years' experience in a similar or related position required.
- Excellent verbal and written communication, analysis, problem-solving, decision-making, planning, and organizational skills required.

Relationship Banking Manager (Full time) Everett

Summary: Oversees all daily branch sales, service and operations activities for assigned branch. Supports efforts to develop and retain a high performing sales/service team through demonstrated teamwork and coaching in all aspects of sales, service and operational excellence. Works closely with Retail Management to develop and implement branch sales plans and activities; monitors and reports as appropriate/requested. Proactively and independently conducts business development activities; generates consumer and business leads resulting in deposit and account acquisition and loan referrals to meet assigned goals.

- 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.
- Interviews, hires and provides supplemental/ongoing training, and evaluates staff. Collaborates with Human Resources on recruitment and retention strategies and employee relations. Selects and provides for the continuing development of staff to ensure effective succession planning.

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- Proactively and independently conducts business development activities; generates consumer and small business leads that result in deposit and account acquisition and loan referrals to meet assigned goals.
 - Understands, effectively communicates and demonstrates awareness of how goal attainment impacts Bank profitability; makes decisions in accordance thereof.
 - Proactively guides the sales activities of the Sales & Service Manager and branch staff toward achievement of established branch goals.
 - Represents the Bank through visible leadership involvement in various community, civic, and industry related activities to increase the Bank's visibility, promote the Bank's reputation, capitalize on networking opportunities, and achieve business development results.
 - Monitors local competition; recommends/implements sales, service and operations improvements to enhance the customer experience.
 - Provides internal and external customer sales and support as needed, including but not limited to: greets customers, handles cash and non-cash customer account transactions and servicing functions, proactively engages customers in dialogue in order to provide effective solutions, identifies opportunities to deepen customer relationships and increase wallet share, responds to product/service/account inquiries, resolves escalated customer issues, educates customers on how to conduct simple transactions through self-service technologies, etc.
 - Provides branch management support as needed, including but not limited to: opens/closes the branch, assumes branch cash/personal cash drawer responsibilities, scheduling/staffing, etc.
 - Maintains proficient working knowledge of the Bank's products and services, effective sales techniques, branch operations, and related I.T. systems, in addition to regulatory requirements.
 - Functions in the capacity of any branch position in any branch location as requested/required.
- Position specific requirements:
- High School diploma or equivalent required.
 - Minimum three years' branch management experience required.
 - Proven track record of successful sales, networking and relationship building preferred.
 - NMLS registration required.
 - Full proficiency in performing all branch job functions at all locations required.

Sales and Service Manager (Full time) **Everett, North End**

Sales & Service Supervisor plus:

Summary: Manages all activities related to the daily operations of the teller, vault, and customer service areas; assumes responsibility for branch sales, service and operations in the Relationship Banking Manager's absence. Shares responsibility for achieving branch goals including core deposits and loan referrals; assists with the ongoing development and retention of a high performing sales/service team through leadership and coaching in all aspects of sales, service and operational excellence.

- 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.
- Provides internal and external customer sales and support as needed, including but not limited to: greets customers, handles cash and non-cash customer account transactions and servicing functions, proactively engages customers in dialogue in order to provide effective solutions, identifies opportunities to deepen customer relationships and increase wallet share, responds to product/service/account inquiries and research requests, resolves customer issues, educates customers on how to conduct simple transactions through self-service technologies, etc.
- Participates in activities for generating new business such as promoting branch sales culture and special promotional events.
- Initiates product and service referrals to other staff members and departments, follows-up as appropriate to ensure customer needs are met.
- Evaluates and advises on escalated service and operational matters at the branch.
- Manages and maintains schedule of branch staff to ensure sufficient coverage and proper performance of the branch.
- Provides branch supervisory support as needed, including but not limited to: opens/closes the branch, assumes branch cash/personal cash drawer responsibilities, etc.
- Maintains proficient working knowledge of the Bank's products and services, branch operations and related I.T. systems in addition to regulatory requirements.

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- Functions in the capacity of any branch position at any location as requested/required, including but not limited to: managing personal cash drawer and opening accounts.
 - Organizes and maintains work station in a neat manner, in accordance with Bank standards.
- Position specific requirements:
- High School diploma or equivalent required.
 - Minimum two years' bank supervisory experience required.
 - Excellent attention to detail, interpersonal and communication skills required.
 - Full proficiency in performing all branch functions at all locations required.

Sales and Service Associate (Full time) Everett (2), Middleton, Lexington

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 product, services and regulatory requirements.
- 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 work station 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.

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