Chain Bridge Bank, N.A.

Job Title: UX Designer

Department: Project Management

FLSA Status: Non-Exempt

Reports to: SVP, Director of Project Management

UX Designer at Chain Bridge Bank, N.A.

The role focuses on the design of the Bank's client experience through its website, social media and other marketing content. The UX Designer will create, manage and improve content other design elements across the Bank with an emphasis on improving the user experience through the disciplines of UX/UI as well as AI technologies.

Duties

- Provide design expertise for all external and internal marketing assets, including the corporate website, social media, product collateral, and corporate intranet.

- Manage, monitor, update, and improve the website through the Content Management System (CMS).

- Lead initiatives to integrate AI technologies, such as ChatGPT and related plugins, to enhance website design, operations, and user engagement.

- Implement the content strategy for social media platforms, as provided by the Communications Director.

- Liaise with the Communications Director and Counsel for content approval.

- Train staff across the bank on the use of ChatGPT and relevant plugins to foster a culture of innovation.

- Collaborate with cross-functional teams to maintain a unified and compliant web presence.

- Monitor website performance using Google Analytics and adapt strategies accordingly.

- Conduct audits for usability, accessibility, and content accuracy.

- Manage a content calendar for timely updates and releases, as directed by the Communications Director.

- Ensure website compatibility across various browsers and devices.

- Address inquiries and feedback related to website operations and usability.

- Maintain and archive content inventory.

- Stay updated on industry trends in web content management and AI technologies.

- Work on Bank projects as directed.

Qualifications

- Expertise in design software such as Figma, Adobe Photoshop, Adobe Illustrator, and Adobe InDesign.

- 3+ years of experience in UX/UI design or corporate website operations.

- Proficiency in Content Management Systems like WordPress.

- Experience with SEO tools, including Google Analytics.

- Familiarity with AI technologies, particularly ChatGPT and related plugins.

- Knowledge of current Web Content Accessibility Guidelines (WCAG).

- Basic HTML/CSS editing skills.

- Exceptional communication skills.

- Ability to multitask and prioritize in a fast-paced environment.

- Prior experience in commercial banking is a plus but not required.

Reporting, Collaboration and Compliance

The Designer reports to the Director of Project Management and collaborates closely with key personnel including the Communications Director and Chief Compliance Officer.

Compensation

Chain Bridge Bank, N.A offers competitive pay, a comprehensive benefits package, and participation in its Incentive Compensation Plan. Training and career development opportunities are also provided.

About Chain Bridge Bank, N.A.

Chain Bridge Bank, N.A. is a nationally chartered bank offering a comprehensive range of commercial and consumer banking services. These services include traditional deposit accounts, mortgages, and loans, as well as trust and wealth management services. The bank integrates personal service with technology and strictly complies with financial and regulatory standards.

How to Apply

To apply, send a cover letter and resume in PDF format to hr@chainbridgebank.com.

We look forward to reviewing your application and introducing you to our team at Chain Bridge Bank, N.A.