

Associate Relationship Manager

The Associate Relationship Manager is responsible for the management of a small business banking portfolio. This role focuses on strengthening existing client relationships and developing new business, with an emphasis on expanding the Commercial Loan and Deposit Portfolios. The successful candidate will also play a key role in the day-to-day operations of the Commercial Banking team, ensuring adherence to policies and procedures.

Key Job Accountabilities:

- Builds and maintains relationships with small business clients, identifying entry-level credit and deposit opportunities to support portfolio growth.
- Assists in structuring credit solutions for existing and potential small business clients and works with the credit underwriting team to prepare proposals for approval;
- Develops a deep understanding of each client's financial position, operating needs and risk profile;
- Assists the department in achieving profitability, sales and quality service objectives;
- Contributes to designing client solutions through the use of the Bank's products and services to meet commercial clients' needs;
- Oversees the preparation and processing of all documentation related to small business clients, including account opening and day-to-day transaction execution;
- Completes periodic relationship reviews to ensure compliance with internal policies, credit requirements and risk management standards;
- Encourages teamwork within the department and across the bank to ensure consistent high-quality client experience.
- Manages online banking set-up and ongoing maintenance for clients within the assigned portfolio.
- Assists with special projects relating to the commercial client portfolio as required.
- Other ad-hoc tasks as reasonably assigned.

Qualifications & Experience:

- University degree in a relevant field or equivalent formal training and experience.
- Experience in delivery and support of commercial banking and electronic banking products is preferred.
- Working knowledge of business development and commercial banking processes is preferred.
- Understanding of financial statements, analysis and credit underwriting would be an asset.
- Strong understanding of KYC requirements for commercial clients.
- Proficiency in Microsoft Word and Excel.
- Strong planning, organizational and communication skills.
- Excellent interpersonal skills and a team-focused mindset.

Relationship Manager

The Relationship Manager manages and grows a portfolio of Commercial clients, with an emphasis on growing Commercial Loans and Deposits. The role is responsible for relationship development, credit preparation, and the consistent application of the Bank's policies and procedures within the Commercial Banking Department.

Key Job Accountabilities:

- Develops and manages relationships with commercial clients to generate new business, particularly credit and deposit opportunities and strengthen the Bank's market presence;
- Partners with credit underwriting team to review, prepare and present new credit applications and annual reviews to Credit Risk Management.
- Contributes to departmental profitability, sales and quality service objectives;
- Creates tailored financial solutions using the Bank's products and services to meet commercial clients' needs;
- Oversees documentation for commercial client accounts, including account opening, credit requests and ongoing maintenance;
- Completes reviews of commercial client relationships to ensure compliance with policies, procedures and risk management requirements;
- Fosters collaboration and teamwork across the department to maintain high service standards;
- Manages online banking set-up and maintenance for commercial clients within the portfolio;
- Supports special projects relating to the commercial client portfolio as required;
- Other ad-hoc tasks as reasonably assigned.

Qualifications & Experience:

- University degree in a relevant field or equivalent formal training and experience.
- Minimum of 3 years' experience with commercial banking and electronic banking products.
- Strong working knowledge of business development and commercial banking processes.
- Understanding of financial statements, analysis and commercial credit underwriting.
- Strong understanding of KYC requirements for commercial clients.
- Proficiency in Microsoft Word and Excel.
- Excellent organizational, communication and interpersonal skills.
- Must be a team player.

Clarien is an equal opportunity employer and offers a competitive compensation package commensurate with qualifications and experience.

Please submit a detailed cover letter and resumé no later than December 24, 2025 to:

Human Resources Department 25 Reid Street, Hamilton HM 11 P.O. Box HM 665, Hamilton HM CX Email: jobs@clarienbank.com

We sincerely thank all applicants for their interest. Only those candidates under consideration will be contacted. For information on how we process your personal information, please visit our website Privacy Statement at <https://clarienbank.com/privacy-statement>.