

BANK SERVICES COORDINATOR

Full-time position | Nashville, TN

Overview

Headquartered in Brentwood, TN, **Bank Director** is a dynamic, diverse and profitable privately-held media company. Since our start in 1991, we have focused on the informational, educational and training interests of C-level executives and members of the boards of financial institutions. Today, these key leaders trust our team and our products to keep pace with their ever-changing landscape. We do so through *Bank Director* magazine, BankDirector.com, exclusive conferences, research reports, a comprehensive membership program and various social media channels.

Several years ago, we introduced a membership program to create annual relationships with bank boards across the United States. By focusing on providing timely and relevant information to this hugely influential audience, we've seen this program grow from a few banks as members in year one to over 300 today. We have an ambitious growth goal for 2026 and are now seeking to hire a relationship-oriented individual to join the Bank Services team that supports this program.

Job Summary

The Bank Services Coordinator is primarily responsible for maintaining relationships with bank clients and supporting the new members in Bank Director's Bank Services program. This is a salaried position that requires confidence on the phone and the ability to write with clarity. This role works collaboratively with the Bank Services team and reports to the Vice President, Bank Services.

Primary Responsibilities

- Drafting, executing and filing contracts for new clients
- Identifying and renewing existing clients with expiring contracts
- Providing customer service via phone and email to existing clients
- Scheduling new member training presentations
- Compiling and distributing welcome kits to new clients
- Setting up individuals with access to Bank Services Online member services
- Providing clients with custom activity reports of usage
- Regularly maintaining client data by updating records and cleaning out old information
- Accurately updating Salesforce.com records for all bank participants
- Distributing personalized marketing messages to existing clients about upcoming events, new videos, etc.
- Registering Bank Services members for conferences and events, as well as coordinating with the conference team
- Helping develop and maintain an ongoing client outreach program to keep existing members actively engaged with the product offerings
- Assisting with on-site events as needed, which may include traveling several times throughout the year
- Minimum of first six months of employment working in our office, Mondays through Thursdays; may work from home on Fridays; adjustments after this time period are based on performance
- Other duties as assigned

Qualifications & Skills

- Bachelor's degree
- 1-3 years of experience in a customer relations role where a high level of service was provided
- Superb written and verbal communication skills - in person, over the phone, Zoom and via email
- Composed, courteous and professional
- An interest in banking - or the ability to adopt one
- Comfortable with repetition and ongoing follow-up
- The ability to quickly build relationships on the phone and in person
- Salesforce experience is a plus
- Learning management system administration experience is a plus

Benefits & Perks of Working at Bank Director

Some of our benefits and perks include:

- 15 days of paid time off (PTO) and all federal holidays
- Paid medical, vision and dental benefits for single employees - and deep discounts for those with spouses/families
- 3% employer contribution for 401(k) based on annual salary, regardless of your contribution
- Various employee outings and get-togethers throughout the year

Feel free to request our Benefits One-Pager to see a summary of benefits and perks offered by Bank Director!

Culture

During the shift to working from home, we surveyed our entire team to gauge the culture we've built—and are proud to build upon. Since responses were anonymous, we encouraged our team to share what really matters to them and what stands out. They described our culture as flexible, collaborative and connected, while also goal-oriented, friendly and transparent. Coworkers are fun and dependable as we all work towards shared goals and objectives. We hope you will join us!

How to Apply

To apply, please send your resume to Nicole Dieng at ndieng@bankdirector.com.