

MCC Career Development Employer Spotlight Series 2021

For this Employer Spotlight we have Justin Dunham, from JPMorgan Chase

Can you please describe Chase Bank?

- Our mission is to be our customers' first call when they are seeking financial advice for their personal or professional milestones, such as buying their first home, financing a new car or planning for retirement.
 - We have invested over \$10B into technology and innovation to be the bank of the future in new markets.
 - We are committed to career mobility, which can lead you to a different business, function or geography.
 - We provide skills re-training programs to help groups of employees transition into new roles.
 - We foster a great team and a respectful, inclusive culture. People here are genuine and approachable.
- Where are you located?
 - We are expanding all over New England

What has been your career path at Chase?

- I started as a banker, moved into Private Client banking, and now am a manager on the North Shore.

What majors or skills does Chase seek from qualified candidates?

- Ability to make personal connections, engage customers, and always be courteous and professional in a team environment
- Strong desire and ability to influence, educate and connect customers to technology
- Exudes confidence with clients when sharing product knowledge and solutions
- Excellent interpersonal communication skills, as well as strong attention to detail and time management
- Professional, thorough and organized with strong follow-up skills
- Active listening skills to ensure the best way forward is identified for each customer
- Ability to learn products, services and procedures quickly and accurately; delivers solutions that make our One Chase products work together

What type of training do new hires receive?

- New hires go through a series of self paced training modules, virtual classes and several months of on the job training to prepare for their new roles

Can you explain your internship program and when you start recruiting for these opportunities?

- We partner with YearUp to provide a 6 month internship program

How many of your interns are offered a full time job?

- I don't have the statistics for this, but opportunities are presented if candidates show excellence in the role

Does JPMorgan Chase offer tuition reimbursement for individuals seeking to continue their education.

- Full-time eligible employees may receive up to
 - \$5,250 per funding year for undergraduate degrees and certificates
 - \$7,500 per funding year for graduate degrees and certificates
- Part-time eligible employees may receive up to
 - \$2,625 per funding year for undergraduate degrees and certificates
 - \$5,000 per funding year for graduate degrees and certificates

Does Chase offer flexible work schedules to allow employees to continue their education while working?

- Yes, we have a 30 hour and some 20 hour positions that allow flexibility

What advice do you have for students wishing to work in the field your work in or for JPMorgan Chase?

- Our values are very focused on customer experience and creating a culture of diversity and inclusiveness. We seek individuals who are willing to go above and beyond to help our clients and enjoy a caring a supportive work environment.