

Job overview

Business relationship specialist

Our vision:

“We want to satisfy our customers’ financial needs and help them succeed financially.”

Vision & Values, page 4

What a business relationship specialist does

Business relationship specialists provide a full range of business banking services to a portfolio of small business customers who typically have annual revenues up to \$2MM. As the primary point of contact, they utilize a proactive approach to establish and develop relationships with their small business clients with an emphasis on providing an outstanding customer experience. They leverage their understanding of businesses to provide product and service options to customers with business lending, cash management, and depository needs. Business relationship specialists also develop strong working relationships with other internal partners, bankers, and various lines of business to deliver the full complement of Wells Fargo products and services that may help customers meet their financial needs.

How a business relationship specialist helps customers succeed financially

Put customers at the center of everything you do:

- Display a friendly, positive attitude while serving both internal and external customers and possess strong customer service skills
- Build relationships with business owners that go beyond one interaction, focusing on their long-term needs
- Engage key business owners in meaningful financial conversations that include understanding what’s important to them
- Proactively follow up on commitments to help ensure customer satisfaction and maintain ongoing financial conversations to help build meaningful relationships

Earn the customer’s trust:

- Put the customer first and do what’s right for the customer
- Follow through on commitments
- Protect customer confidential data and information

Resolve customer complaints and concerns:

- Execute problem resolution steps in compliance with Wells Fargo’s Complaints Management policies
- Listen carefully to the customer, displaying empathy for the customer’s situation
- Take ownership of the issue and follow up to ensure the issue is resolved

Possess strong character and values:

- Follow Wells Fargo’s Code of Ethics and Sales Integrity policy
- Exhibit a high degree of integrity, trustworthiness and professionalism at all times
- Manage risk by maintaining appropriate controls to ensure operational integrity and compliance with applicable laws, regulations, policy requirements and audit procedures

Embrace the opportunity to learn and teach others:

- Learn the costs and benefits of products and services that may help meet business owner needs

-
- Seek opportunities for self-guided learning and embrace coaching and feedback from fellow team members

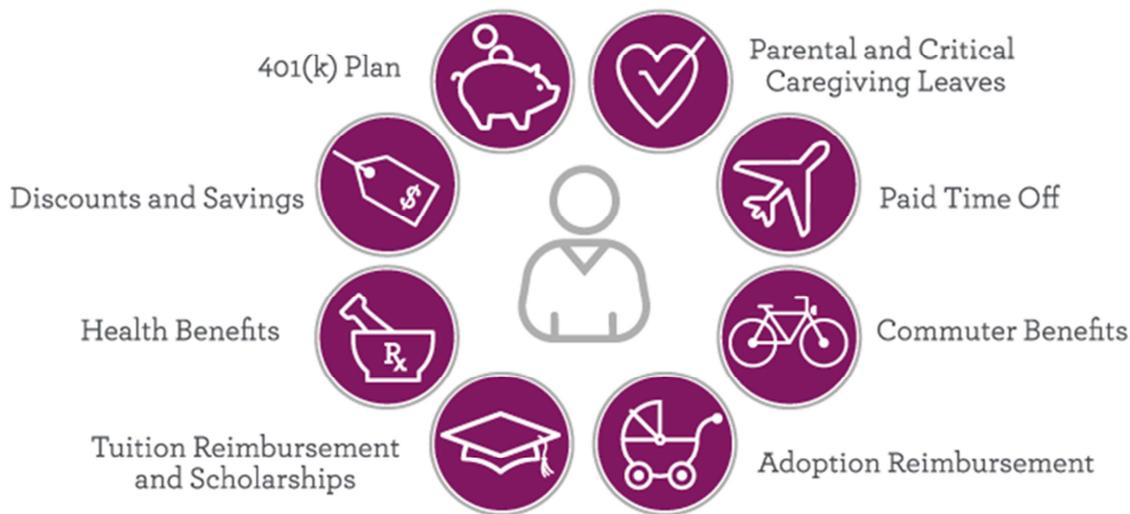
Work effectively with a diverse team:

- Lead by example to create an inclusive and professional environment where all team members are respected and diversity is valued
- Demonstrate genuine care for every team member, taking the initiative to assist others
- Participate in meetings and share ideas to help achieve team objectives

What you can expect from us

Our next big investment is in YOU. At Wells Fargo, we value and support our people as a competitive advantage. We work to attract, develop, engage and retain team members who reflect the diversity of the customers and communities we serve. We say team members, not employees, because our people are a treasured resource to be invested in, not expenses to be managed – and because teamwork is essential to our success in helping customers.

At Wells Fargo, each person is valued for individual skills and talents, has the opportunity to fulfill personal ambitions, and contributes to the success of the company. That's why, in addition to ongoing coaching and career development, Wells Fargo provides all eligible team members with a comprehensive set of benefits designed to protect their physical and financial health and to help them make the most of their financial future.



About us

Wells Fargo & Company (NYSE: WFC) is a diversified, community-based financial services company with \$1.9 trillion in assets. Founded in 1852, Wells Fargo provides banking, insurance, investments, mortgage, and consumer and commercial financial services through more than 8,600 locations, 13,000 ATMs, online (wellsfargo.com), and mobile devices.

At Wells Fargo, we embrace our responsibility to be a leading corporate citizen – socially, economically, and environmentally – and the opportunity to create more resilient, sustainable communities through our operations and actions.

Wells Fargo's brand is supported by principles to deliver on our purpose and promise to work

together to differentiate us from our competitors:

- Relationships that last a lifetime. We know our customers and care about them as individuals. In every interaction with us, they feel understood, recognized, and supported through their financial journey.
- Going the extra mile to do what's right. We put the interests of customers and communities first in all we do. We come through for them so they know we are there in good times and bad. We work to make their lives easier.