

Company: Sunshine Coast Credit Union

Job Type: Full Time



MANAGER, MEMBER SERVICE CENTER

Help Strengthen our Member Centricity and Drive our Business!

We have an exciting opportunity for someone to lead and support the activities of our credit union's member service center and advisory services operations of our retail delivery team, in a highly-engaging and fast-paced work environment.

We offer a highly competitive wage, career progression, ongoing learning and development, and impact on our local communities. We are open to a remote work arrangement, with travel to the Sunshine Coast as business needs require or join us on the beautiful Sunshine Coast and get the best of both worlds – a relaxing lifestyle filled with recreational activities including boating, hiking, and much more, while only a short 40-minute ferry trip from Vancouver.

What You'll Do

Under executive direction, this role is responsible for managing the member service center and the advisory services operations of the delivery system and branch channels, to improve a member's financial wellbeing while providing a rewarding member experience. This role supports the development and implementation of transformational service and drives the achievement of sales and performance targets in the delivery system to support the growth and sustainability of the credit union. As a member of the management team, the position has shared accountability for the overall health and effectiveness of the organization and our member's financial wellbeing.

What Does the Ideal Candidate Bring?

In addition to having achieved a Bachelor's Degree in Business (or a related field), we are looking for an individual with a minimum of 5 years' progressive experience in the financial industry, including a minimum of 3 years' experience in a leadership position, including advisory sales management experience. The successful incumbent will have strong knowledge in business development and advisory sales techniques and a solid understanding of applicable regulatory and legislative controls within the financial industry.

The ideal candidate will be a dedicated leader, member-centric, self-motivated, results-orientated, and possess strong interpersonal, communication, time management, change management, and problem-solving skills. In addition, this position requires an individual who is innovative, collaborative, and agile.

An equivalent combination of education and experience will be considered as well as other relevant working experience.

About Sunshine Coast Credit Union (SCCU)

For 80 years, Sunshine Coast Credit Union and their members have been helping build a healthy, strong, vibrant Coast community. We are a full-service financial institution with assets exceeding \$850 million, serving 17,600 plus members in three growing coastal communities in British Columbia. Sunshine Coast Credit Union is committed to enriching the financial well-being of our members and our community.

How to Apply

If you are interested in this exciting opportunity, please submit a current resume and cover letter in confidence to: yourfuture@sunshineccu.net. The posting is open until filled. *We thank all candidates for their interest, however, only those selected for an interview will be contacted. **Please note, proof of COVID-19 vaccination is required.***