

Company: Sunshine Coast Credit Union
Job Type: Full Time



Chief Member Experience Officer

Join us as a Strategic Leader!

We have an exciting opportunity for someone to oversee the delivery of exceptional experience to our retail, commercial, and wealth management members.

We offer a highly-competitive wage, career progression, ongoing learning and development, and an impact on our community.

What You'll Do

Under executive direction, the Chief Member Experience Officer provides vision and strategic leadership for the delivery of an exceptional experience to retail, commercial, and wealth management members. This role is responsible for the execution of a consistent member experience through all delivery channels, achievement of retail, wealth management and commercial subsidiary performance targets and sustaining a high performing, engaged workforce capable of executing on the business strategy. As a member of the executive team, the position has shared accountability for the overall health and effectiveness of the organization. The role participates in strategic and operational plan development for the credit union and translates these plans into actionable responsibilities, milestones, and benchmarks.

What Does the Ideal Candidate Bring?

The preferred candidate has completed a bachelor's degree in business or a related field in addition to a minimum of 12 years' progressive experience in the financial services industry with a minimum of 5 years' experience at a senior management level; an equivalent combination of education and experience will be considered. The successful incumbent will have a solid understanding of applicable regulatory and legislative controls, and expert knowledge of credit union operational principles and practices. We are looking for someone with proven strong leadership and strategic vision.

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.*

An exceptional career & vibrant lifestyle. Have it all at Sunshine Coast Credit Union.