



The better way to bank

CUA is a full-service banking institution that offers flexible products, personalized service and quick decisions that are made in the local marketplace. CUA serves more than 20,000 individuals and businesses in the HRM / Halifax market. Our success is the result of the CUA Team, a collection of problem-solvers and opportunity-seekers who are genuinely interested in helping everyday people get ahead. CUA invites qualified, enthusiastic individuals to apply for the following career opportunity:

### **Director, Retail Services**

Reporting to the Vice President, Member Services, the Director, Retail Services is responsible for the delivery of an exceptional personal banking experience through the effective operations of the branch network, Customer Contact Centre and wealth management services. The Director will lead the development and delivery of all products and services through these channels, including all service, sales and people management activities. This position assesses products, programs and processes that impact personal members to ensure they align with CUA's mission and support the achievement of business objectives. In this capacity, the Director effectively communicates the outcome of these assessments, and proactively identifies and implements enhancements to further CUA's growth strategies. As a leader in the organization, the Director leverages their strong business development and sales management capabilities to support a high-performing team, utilizing proven training, development and coaching programs.

#### ***Attributes:***

As the successful candidate, you are a proven leader in the banking sector, having managed branch and retail operations. You have excellent service, sales and people experience and have led others to achieve individual and collective success. Your understanding of an exceptional customer experience is embedded into all your decisions, communications and business practices. You are a strong critical thinker, can work through problems with clarity and accuracy, and with the ability to determine and implement effective solutions. Your written skills are superior and is an area where you have excelled in presenting issues, making recommendations and developing implementation plans. Your project management skills enable you to seamlessly and successfully manage a broad array of programs and initiatives, working well with individuals or businesses who are part of the delivery model. You thrive in an environment with clear goals are established to meet the organization's objectives. You have excellent interpersonal and relationship management skills as well as a strong service orientation, focused on achieving high performance standards.

#### ***Education/Experience:***

- Bachelor or Master's Degree with an emphasis on business or commerce; minimum of five years of sales leadership, strategic and operational experience and a minimum of 10 years of financial services experience.
- Proven leadership record in sales, people management and results.
- Superior knowledge of financial / banking products and services as well as of all delivery channels, including digital.

This is a full-time position offering competitive benefits and compensation commensurate with experience and qualifications.

#### ***Method of Applying:***

Please apply by submitting a resume to [careers@cua.com](mailto:careers@cua.com) as well as providing your salary expectations. While we appreciate all submissions, only those considered for an interview will be contacted. Thank you for your interest in joining the CUA Team!