



The better way to bank

Members of the CUA Team work to create and deliver a “wow” banking experience to 20,000 individuals and businesses across Nova Scotia. The CUA Difference is a combination of flexible products, personalized service and quick decisions made and delivered by people who know and love our Province. CUA’s continued growth and member satisfaction reflects a team of committed problem-solvers who think big and outside the box to help others take a step forward in their financial health. If you are excited about the opportunity to help people achieve what matters most, while changing the way people think about banking, consider the following opportunity.

Director, Member Services Support

Reporting to the Vice President of Member Services, the Director, Member Services Support provides leadership to key back-end support functions that enable retail and commercial services to operate effectively, in compliance with all regulatory, organizational and audit requirements, and to make informed decisions. The position provides specific management and direction to credit management, retail credit adjudication, lending and deposit services, operational reporting and analysis, and policies and procedures contained within the Member Services portfolio. In this role, the Director operates an efficient and effective system to monitor and report on retail lending files and deposits products, providing appropriate resources (training, tools, information) to retail services. The execution of a variety of operational reports and analyses is also a key responsibility in order to support effective planning, informed decision making and communication of results.

Attributes:

As the successful candidate, you are an experienced leader in retail banking with strong knowledge of loan and deposit products. You excel at managing processes and proactively look for opportunities to improve operations to achieve a high standard of service. You approach problems with a solution-oriented mindset and because of your strong interpersonal skills and attention to detail, you deliver exceptional service to both your internal and external customers. You understand the value and importance of well-defined policies and procedures and are adept at preparing written documents that are clear, concise, complete and easy to understand by front-line staff and support them in the delivery of exceptional service to members. The clarity in which you communicate verbally and in writing is superior and enables efficient and effective conclusion of your team’s work. Your technical capabilities and leadership skills have enabled you to consistently meet or exceed your performance targets and has facilitated your organization’s success.

Education/Experience:

- Possess an undergraduate degree with an emphasis on Business or Commerce, with a minimum of 10 years’ supervisory experience in banking operations, in areas such as credit management, sales management, training and development, operational analysis and procedures; or equivalent combination of education and experience.
- Expert knowledge of banking products, services, policies and procedures.
- Proven track record in credit adjudication, delinquency management and/or lending activity.
- Extensive experience and skills in planning, financial and operational analysis and performance reporting.

This is a full-time position offering competitive benefits and compensation commensurate with experience and qualifications. Closing date for this opportunity is **December 13, 2021**.

Method of Applying:

Please apply by submitting a resume, cover letter noting salary expectations, and writing sample to careers@cua.com. While we appreciate the interest of all applicants, only those who are being considered for an interview will be contacted.