



The better way to bank

Members of the CUA Team work to create and deliver a great 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 role.

Branch Manager

Reporting to the Director, Retail Services, the Branch Manager is responsible to lead the branch team in exceptional service, sales results, business development activities and people management. The position is accountable for: 1. executing all aspects of the Member Experience Model; 2. acquiring, retaining and growing the membership base; 3. motivating, coaching and developing the skills and competencies of staff; and, 4. achieving all established branch business and operational targets.

Attributes:

As the successful candidate, you have a proven ability to lead a sales and service team in the development and performance of all branch sales activities and to generate and maintain maximum business volumes and related revenues, consistent with the objectives of CUA. You are experienced in leading, coaching, motivating and rewarding staff in meeting or exceeding business targets. You are highly energetic with a strong sales orientation as well as the ability to ensure exceptional service for all current and prospective member interactions. As a strong community leader, you actively provide and promote CUA through effective outreach and involvement that aligns with CUA's strategic priorities.

Education / Experience:

- Possess an undergraduate degree or diploma with an emphasis in Business or Commerce, with a minimum of six years relevant experience, including three to five years supervisory experience, in a financial institution; or equivalent combination of training or experience.
- Expert in general banking services, including detailed knowledge of financial products and services.
- Strong experience in financial advice and planning.
- Excellent leadership, management and communication skills.
- Superior sales and sales management skills with a proven record of results.
- Strong business development skills.
- Strong service orientation, focused on achieving exceptional service standards.
- Proven ability to lead a team and to help them achieve their full individual and collective potential.

Employment Equity, Diversity & Inclusion at CUA:

CUA strives to achieve a workplace where opportunities are based on skills and abilities and recognizes the value that diversity brings. We encourage applications from all qualified candidates, including those who identify as racially visible, indigenous, women in underrepresented roles, persons with disabilities and members of the 2SLGBTQI+ community. CUA supports candidates and employees with access and accommodation needs. If you are selected for an interview and require a specific accommodation, please let us know and we would be happy to assist.

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

Closing date for this opportunity is **January 27, 2025**.

Method of Applying:

Please apply by submitting a resume to 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!