



The better way to bank

Members of the CUA Team work to create and deliver a great banking experience to over 25,000 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.

### **Training Officer**

Reporting to the Manager, Sales and Member Experience, the Training Officer coordinates and delivers training programs that support the customer-facing operations. The types of in-person and virtual training include IT systems, products and services, sales and service, and the onboarding program for new employees. To execute this responsibility, the Training Officer carries out all logistical requirements to arrange for the training, including arranging space, preparing training material, communicating with participants pre and post training, completing necessary tracking and recording of the training, and executing the prescribed evaluation process. As part of CUA's continuous improvement priority, the position reviews evaluation results, other feedback from participants and their people managers, information on adult learning trends and financial services training programs, and brings forward recommendations for enhancements in the training program offerings to the Manager.

#### **Attributes:**

As the successful candidate, you are an engaging and enthusiastic trainer, with a passion for helping others learn and succeed. You have a proven track record in effective training, coaching or employee development in the financial services sector. You are organized, adaptable and comfortable managing multiple training requirements. Your strong communication and presentation skills allow you to connect with diverse audiences and create a positive learning experience. You understand the importance of evaluation and continuous improvement, and embrace the opportunity to enhance the training offerings. You are experienced in using digital learning tools and enjoy finding ways to make training more interactive, accessible and effective.

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

- University degree or college diploma in a related discipline and minimum of three years of related experience in training, coaching or employee development, ideally in the financial services sector; or, equivalent combination of education and experience.
- Experience in training in both virtual and in-person formats.
- Working knowledge of financial products and services is considered an asset.

#### **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 **April 20, 2026**.

#### **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!