



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.

Collections Officer

Reporting to the Supervisor, Credit Management, the Collections Officer supports CUA's delinquency management activities in order to mitigate the potential impact of defaulted loans on members and the organization. The Collections Officer administers the collection process for the personal and commercial loan portfolio, ensuring adherence to compliance requirements, policy and procedures. In this capacity, the position will monitor, analyze, track and execute timely repayments while managing the member experience in a manner that is aligned with CUA's brand.

Attributes:

As the successful candidate, you have a proven ability to provide superior administrative and service support in delinquency management. You bring exceptional interpersonal skills to the role, reflecting empathy, care and solution orientation to effectively resolve the delinquency accounts, and to support members through their financial challenge. Your experience in collections and knowledge of the associated legal processes as well as of financial products enables you to provide the most appropriate advice and direction. You appreciate and enjoy working in an environment where there are clear goals established in order to meet the members' and company's objectives.

Education/Experience:

- Undergraduate degree or Community College diploma, with three to five years relevant experience in a financial institution; or, equivalent combination of training and experience.
- Strong knowledge of financial products and services.
- Superior interpersonal and communications skills, with demonstrated capability in managing stressful conversations that can occur in these situations.
- Experience in lending, delinquency management and working with legal documents are 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 **June 2, 2026**.

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!