



Full Time Supervisor of Everyday Financial Services BRANCH OR DEPARTMENT: MEMBER RELATIONS

Do you get satisfaction supporting your team while they provide Member's with the financial confidence they need to succeed in any direction they choose? Do you know your teams' contributions make a difference and do you love removing complexity and frustration from people's lives? We are seeking a driven individual who has an energetic and exciting approach to life, that works independently, provides motivation for their team, and demonstrates these qualities.

- Strong focus on team prioritizing members
- Responds to change and growth by adapting policies or approaches
- Looks at things through a relationship lens, always considering how our members are offered tailored and accessible service.
- Curiosity and the ability to question the status quo
- Creative and open minded when looking for solutions
- Loves to collaborate with diverse teams to solve complex problems
- Passionate about efficient execution
- Communication - Build constructive relationships, communicate effectively with internal and external members, and have a great time doing it

Crossroads Credit Union was founded on understanding the real needs of our member-owners, this has been at our core, so our purpose and our value proposition have been developed based on our member-owners voice. Our members are the center and their needs drive everything we do. We want to help our members make decisions at each of their personal and financial "CROSSROADS" and help them chapter by chapter.

Some of the key responsibility areas are to build a strong foundation to the needs of the member relations department. This is done by onboarding new and existing staff to the team effectively by taking time to get to know team members and help them transition smoothly. Responsible to develop staff by observations and coaching with the Member Solutions team. Supervisory duties come with this role – scheduling, coaching, mentoring, handling conflict situations, member concerns. Ensuring that staff have the tools and the resources that they need to be successful. Review and update processes to ensure they continue to meet the needs of Crossroads and its members – CRM, onboarding processes, etc.

Our ideal candidate would maintain effective communication, build strong relationships, and manage change amongst various stakeholders. We would also need you have the desire to be challenged by a dynamic workplace and have a passion for continued learning.

To be seriously considered for this role, we are looking for someone with:

Experience: Ideally, you would have a background in Financial Services along with People Leadership experience.

Education: Business Administrative Diploma, Sales and Services Training, or equivalent work experience. (FCUIC Designation is an asset).

Skills: You must be inquisitive and passionate about cultivating new relationships, a dynamic, advice-driven person who finds satisfaction in developing and recommending solutions to help our members achieve financial confidence and you must appreciate the value received from lifelong learning.

Does it sound like I'm describing you? If you're not already with us in Crossroads Country, then you need to join us! To us Crossroads Country is not just a place, its a feeling. A close-knit community of people, regardless of physical location, who through all seasons are united by prairie values. It's about grassroots, hometowns, and cooperation. This feeling of belonging to a family that is always willing to lend a helping hand is part of what makes Crossroads a direction worth choosing.

At Crossroads Credit Union, we ask a lot of our employees, which is why we give so much in return. In addition to your competitive salary, medical/dental/vision plan, and one of the best matching pension plans, we will provide you with perks, including:

- Vacation that increases beyond legislated requirements
- Wellness program
- Work / Life Balance
- Flex Time
- Sick Leave – Duty of Care
- Volunteer Time
- Training & development
- Education Day / Paid Education
- Credit unions perks / free accounts
- Service awards and recognition
- Crossroads Clothing
- Annual bonus based on your results

We want to hear from you!

Please don't delay in submitting your resume to Human Resources. We will begin reviewing submissions immediately and continue until we find the right hire. Our employees are very important to us; our staff work hard, and we are committed to making first-rate hires (just like them)

Please include any relevant certification with your application.

Please forward your Letter of Interest to:

Human Resources
Crossroads Credit Union
P.O. Box 2006
Canora, SK S0A 0L0
E: hr@crossroadscu.ca
F: 306.563.6715