

## Work with us!



*shop local, bank local, live local*

Community Credit Union of Cumberland Colchester Limited is a co-operative, full service, financial institution with branches in Truro, Amherst and Pugwash, Nova Scotia. After our successful merger vote, as of January 1st, 2025, our new entity will support the growth and development of 9 branches in 8 communities.

With a focus on community growth and financial empowerment, we are more than just a bank. We provide exceptional financial products and offer a wealth of knowledge through our staff and partners, but success is also defined through strong bonds with our membership, our communities and in joining together to enhance the financial skills and understanding of each person who walks through our branch doors. This guidance allows our members to make the best financial decisions for themselves, their families, and their businesses.

At Community, we value the power of diversity, equity, and inclusion within our team and with the relationships we have with our valued members.

Applications from candidates who have been historically disadvantaged and marginalized, including Indigenous peoples, black, racialized, a person with a disability, and 2SLGBTQ+ are encouraged to apply.

[communitycu.ca](https://communitycu.ca)





The Chief Operating Officer will report to the Chief Executive Officer (CEO) and handles the day-to-day leadership responsibilities while supporting the CEO's vision for business growth. The COO will remain focused on implementing company strategies into daily operations to meet overall objectives. The COO oversees our company's operational processes with superb member experience at the core of each decision. The COO will optimize our company's operating capabilities, employ strategies to maximize member satisfaction, and manage marketing initiatives. The COO will assist in compiling the company's budget and employ strategies to safeguard assets. The incumbent will team up with management to implement strategic business strategies.

## **ROLES AND RESPONSIBILITIES**

- Acts as a strategic partner on the leadership team to ensure they are meeting performance expectations and oversees the overall operations of multiple branches, with a Branch Manager on-site.
- Participates with the President and CEO and/or the Board of Directors in strategic planning, organizing, coordinating, and controlling the credit union's corporate and operational business affairs.
- Identifies and develops strategies related to competitive, environmental and industry trends that may impact market position and member satisfaction. Looks for methods to improve quality, efficiency, and productivity, reduce costs, increase profits, or improve control measures.
- Establishes performance targets for assigned branches based on corporate objectives.
- Participates in the development, implementation, communication, and monitoring of corporate and regional initiatives relating to the achievement of branch financial, sales and service objectives; takes corrective action as necessary.
- Provides direction, motivation, and support to Branch Managers for assigned branches.
- Manages various personnel functions for direct reports including, but not limited to, work allocation, training and development, and performance management. Coaches and develops the team to ensure they are delivering against key business metrics. Makes personnel decisions with regards to hiring, promotions, transfers and terminations in conjunction with the Human Resources Department.
- This position oversees the member-facing channels and the service delivery functions of the credit union, including lending, customer service, teller, special services, and such other departments, divisions, and functions that are designed to provide products and services to customer-owners. Integrates divisional operations with other lines of business and provides overall management and direction of member service policies, procedures, and objectives.



- Responsible for growing the business and ensuring the quality and consistency of the member experience. Develops, proposes, and gains approval for the establishment of new or revision of existing operations, programs, products and services, policies, and procedures to best meet customer service and credit union goals.
- This position provides strategic leadership to the credit union in the area of commercial banking services, including business development, lending, and relationship management services for members with commercial banking needs.
- Collaborates with other management in areas of risk, pricing, and marketing.
- Approves loans and recommends course of action to address business issues above level of authority of Branch Managers.
- Completes other projects and duties as assigned.

## **HIRING QUALIFICATIONS AND EXPERIENCE**

The Chief Operating Officer will have successfully completed a Bachelors Degree with an emphasis in Business with six to nine years senior management experience in a financial institution; or equivalent combination of training and experience. They will also possess:

- Exceptional project management skills
- Proven leadership ability and integrity
- Strong judgement with a track record of effectively prioritizing tasks and initiatives according to business imperatives
- Advanced understanding of business planning and regulatory issues
- A solid grasp of data analytics and performance metrics
- Proven ability to motivate and inspire direct reports and partners to drive success
- International business experience
- Keen problem-solving skills and the ability to quickly get to the root of an issue before formulating a clear path forward

The probationary period for this position is six months.



## COMPETENCY REQUIREMENTS (TECHNICAL)

- Written communications
- Work planning and management
- Strategic management
- Software proficiency
- Presentation skills
- Monitoring and compliance
- Marketing
- Managing the workforce
- Knowledge of products and services
- Knowledge of policies and regulatory environment
- Knowledge of financial principles
- Facilitation skills
- Financial accounting
- Decision making
- Business acumen
- Budget and expense management

## COMPETENCY REQUIREMENTS (CORE ORGANIZATIONAL)

- Change Leadership - Follows through on change initiatives
- Building Relationships and Partnerships - Collaborates with stakeholders on an ongoing basis
- Listening, Understanding and Responding - Effectively uses empathy
- Results Orientation - Sets and works to meet challenging goals
- Team Leadership - Positions self as leader
- Developing Others - Gives feedback to encourage ongoing development
- Strategic Orientation - Integrates goals with operations

## WE'D LOVE TO HEAR FROM YOU

If you wish to learn more about our robust benefit and compensation package as well as apply for this position, please forward your cover letter and resume to Georg Oberprieler at [goberprieler@community.creditu.net](mailto:goberprieler@community.creditu.net).

Only candidates who have been selected for an interview will be contacted.