

Full Time Lending & Small Business Relationship Advisor

WESTERN REGION

Do you love providing members with the financial confidence they need to succeed in any direction they choose? Do you know your individual contributions make a difference and do you love removing complexity and frustration from people's lives? We are seeking a motivated individual who has an energetic and exciting approach to life, that works independently, as well as part of a team, and demonstrates these qualities:

- Strong focus on members
- Love to goal set, and feel a sense of ownership for projects from beginning to end
- 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, our purpose and our value proposition have been developed based on our member-owners voice. Our members are at 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.

The Lending and Small Business Relationship Advisor is accountable for the overall management of a sizable portfolio of business (consumer and small business) accounts. The focus of this position is member relationships with an end goal of enabling member success by not only fulfilling personal and small business lending needs but also setting up members for life long financial success.

Some of the key responsibility areas are to actively monitor and manage the relationships with members with the intent of building a long-term mutually beneficial relationship by fully understanding the goals, objectives of the member both now and in the future. We would also expect you to use an excellent degree of financial, industry knowledge and expertise to proactively assess and anticipate member's needs to suggest and recommend and/or propose products/solutions to meet those needs and the members broader financial objectives. You should be able to ensure that the member continues to be aware of the benefits of using these products, as well as new products available to them. You will need to continuously update your knowledge on new products that may be of value to members. You would be required to minimize loan risks through diligent, timely and proactive financial reviews and awareness of changing economic/marketplace influences and applicable industry trends/data.

We pledge to know our members better than anyone else to provide the best possible service and advice. We achieve this through developing meaningful relationships. We want to ensure our member-owners' financial lives are better because they entrusted us.

Building relationships with members in our Western District (Wadena area) this position will also allow the successful candidate to work remotely as the business needs of our members may require.

Not everyone will be suited for this role. To be considered, we are looking for someone with:

Experience:

- Minimum of 1 to 3 years progressive experience in developing relationships and supporting people to success personally and/or professionally. Financial experience is an asset.

Education:

- Post secondary education in legal, agriculture, accounting, finance, commerce, business administration, or equivalent work experience. A demonstrated commitment to life-long learning.

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 we are 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

Please don't delay in submitting your resume to Human Resources at hr@crossroadscu.ca. 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).