



CORPORATE
5007 50 Avenue
Beaumont, AB T4X 1E7
P: 780-929-8561
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An exciting opportunity exists, for *an experienced Community Manager* to join our team. ABCU Credit Union Ltd. (ABCU) is a full-service open bond Credit Union. Assets \$263 million, loans \$197 million, deposits \$240 million, staff of 32. At ABCU our culture is based on our passion to be financial professionals dedicated to doing what is right for our credit union and our members.

The Community Manager is a key member of the member facing front-end leadership team responsible for building, maintaining and deepening relationships with members who are on the default portfolio at all ABCU locations. As a leader and motivator, you actively coach the branch front-end team by creating a positive member and employee experience, as well as reinforce the corporate strategies, achieve set operational goals, and communicate the value of membership to grow the business. You support the service culture by encouraging branch staff to professionally demonstrate exceptional service to achieve high levels of member satisfaction through member education. Additional responsibilities include; understanding relevant regulatory and industry information as well as best practices and risk management strategies and developing and executing consistent and purposeful member engagement activities. This role leads the member facing teller team, is responsible for all branches and requires expert knowledge and skills in coaching, and ABCU's digital banking.

This role works closely with the advisory team and contact center to ensure that members' needs are met and referrals are taking place.

The successful candidate will have a minimum of five years of leadership, coaching, and employee development experience within the financial services industry. As well, they will have advanced knowledge of banking front end operations and relevant post-secondary education or equivalent.

Interested candidates please provide a cover letter, salary expectations and resume to:

Janavi Corson, ABCU Credit Union
jcorson@abcu.ca



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ABCU Credit Union thanks all applicants for their interest; however, only those selected for an interview will be contacted.

Closing date: This position will remain vacant until a suitable candidate is identified.