

## **Company Overview**

As the key banking alternative in Southern Alberta, 1<sup>st</sup> Choice Savings serves approximately 18,500 members through a network of 5 branch locations in Southern Alberta. 1<sup>st</sup> Choice Savings is a financially strong Credit Union with assets under administration of \$950 million and is poised for continued growth. The organization follows a corporate purpose and guiding principles where the ultimate goal is putting the members first, above all else.

## **The Position – Assistant Branch Manager**

Reporting to the Branch Manager, the Assistant Branch Manager will provide support and assist the branch manager to create a cohesive team by promoting a purposeful and positive work environment where employees are inspired to perform at their best to a deliver a “member centric” environment based on our brand delivery.

## **Key Responsibilities**

Assist in delivering the 1<sup>st</sup> Choice Savings brand to reflect a consistent member experience:

- Coach, mentor, and develop staff to drive member engagement that is based on advice through a holistic approach.
- You will have the opportunity to assist in Branch Manager responsibilities during absences to ensure the delivery of the 1<sup>st</sup> Choice Savings brand experience.
- You will identify training needs to ensure that the staff is on track to deliver the holistic advice approach and the delivery of the member experience.

Operational management for continuous improvement to create a consistent member experience:

- You will oversee the banking floor operations including but not limited to: cash, inventory and securities management.
- Always ensure efficient scheduling of the branch for adequate coverage.
- Ensure that compliance and security requirements are completed and that staff adheres to credit union and AML policy and procedures to mitigate risk or losses.
- You will have the opportunity to ensure that activities are being implemented and progressed to ensure that the branch is on track to meet or exceed branch goals while maintaining a “member centric” environment.
- You will have the opportunity to part of goal planning and implementation.
- Be a change lead for organizational changes, digital initiatives, and internal business processes.



Working with internal and external stakeholders to provide value to the membership and community:

- Working with our internal partners to ensure we are fulfilling the financial needs of our members and potential members to ensure that we are delivering that brand promise.
- Working with the community, networks, and centers of influence to communicate and/or collaborate for future growth of 1<sup>st</sup> Choice Savings.
- Communicating with applicable channels of the credit union such as: direct reports, colleagues, and partners to ensure that the member centric service is not impacted.

### **Requirements for making this opportunity a reality**

- Highly organized with an incredible ability to prioritize and adapt to a fast-paced environment.
- Effective communication skills with individuals at all levels of the organization.
- Strong ability to motivate and attain positive results from employees and teams.
- Ability to work effectively independently as well as part of a team.
- Solid understanding of people management and coaching.
- 2-5 years of leadership/management experience in the financial institution industry.
- Minimum 2-5 years experience as a Financial Service Representative or equivalent of.
- Post secondary education in a related field would be an asset.

For further information on this opportunity or to submit and resume and cover letter, please contact:

Lily Harms  
Associate People Development  
(403) 320-4600  
Lharms@1stchoicesavings.ca