



The better way to bank

Members of the CUA Team work to create and deliver a great banking experience to 20,000 individuals and businesses across Nova Scotia. The CUA Difference is a combination of flexible products, personalized service and quick decisions made and delivered by people who know and love our Province. CUA's continued growth and member satisfaction reflects a team of committed problem-solvers who think big and outside the box to help others take a step forward in their financial health. If you are excited about the opportunity to help people achieve what matters most, while changing the way people think about banking, consider the following role.

Manager, Sales and Member Experience

Reporting to the Director, Retail Services, the Manager, Sales and Member Experience leads the execution of CUA's Sales Strategy, which includes annual plans for campaigns, programs and product development. In this role, the Manager is responsible for the development of the organization's sales and service capability to support the achievement of customer and organizational goals. This includes the development of sales tools, execution of sales coaching and training as well as preparation of sales reporting and tracking requirements. The Manager is also accountable for the delivery of the Member Experience Model, the Member Problem Resolution Process, the CRM System and the Calendar Management System. This position will play a lead role in the management and execution of business partnerships that are part of CUA's product delivery model to its customers.

Attributes:

As the successful candidate, you are an experienced manager in the banking sector, with a proven track record in sales results and related management. You possess expert knowledge of financial products and services and have the ability to multi-task across a number of areas of responsibility, leveraging strong prioritization skills. You thrive in a coaching and leadership role, effectively executing a performance management program which is supported by solid interpersonal and communications skills. You excel at proactively identifying opportunities to meet customer needs and service expectations, delivering an exceptional experience to CUA's customers. You are also an expert in service delivery standards as well as relationship management programming with customers and key stakeholders.

Education / Experience:

- Possess an undergraduate degree with an emphasis on Business or Commerce.
- Six to nine years of progressive branch / banking experience, with three to five years in a sales / sales management role in a financial institution.
- Experience with banking systems and electronic banking platforms, along with MS Office Suite.

Employment Equity, Diversity & Inclusion at CUA:

CUA strives to achieve a workplace where opportunities are based on skills and abilities and recognizes the value that diversity brings. We encourage applications from all qualified candidates, including those who identify as racially visible, indigenous, women in underrepresented roles, persons with disabilities and members of the 2SLGBTQI+ community. CUA supports candidates and employees with access and accommodation needs. If you are selected for an interview and require a specific accommodation, please let us know and we would be happy to assist. This is a full-time position offering competitive benefits and compensation commensurate with experience and qualifications.

Closing date for this opportunity is **October 25, 2024**.

Method of Applying:

Please apply by submitting a resume to careers@cua.com as well as providing your salary expectations. While we appreciate all submissions, only those considered for an interview will be contacted. Thank you for your interest in joining the CUA Team!