



The better way to bank

Members of the CUA Team work to create and deliver a great banking experience to over 25,500 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.

Director, Commercial Services

Reporting to the Vice President, Member Services, the Director, Commercial Services is responsible to lead the commercial services team in exceptional service, sales results, business development activities and people management. The position is accountable for: 1. ensuring exceptional service; 2. delivering business growth; 3. optimizing profitability; 4. enhancing risk management; and, 5. providing proactive and effective people leadership.

Attributes:

As the successful candidate, you have a proven ability to develop and lead a high performing commercial services team, ensuring an exceptional banking experience for existing and prospective commercial customers. In this capacity, the Director, Commercial Services is accountable to drive business growth and achieve results in key performance areas, aligned with CUA's business strategies and objectives. You possess a comprehensive knowledge of the financial services industry and specifically commercial banking. You have a superior understanding of credit adjudication and risk as well as possess exceptional relationship management skills and a proven ability to building centres of influence.

Education / Experience:

- Possess an undergraduate degree or diploma with an emphasis in Business or Commerce, with a minimum of eight years of relevant experience, including three to five years supervisory experience, in a financial institution; or equivalent combination of training or experience.
- Expert in commercial banking services, including detailed knowledge of financial products and services.
- Strong credit adjudication knowledge.
- Excellent leadership, management and communication skills.
- Superior sales and sales management skills with a proven record of results.
- Strong business development skills.
- Strong service orientation, focused on achieving exceptional service standards.
- Proven ability to lead a team and to help them achieve their full individual and collective potential.

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 **April 24, 2025**.

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!