



With 70 years of history, serving Bloor West and surrounding areas in Toronto, PARAMA Credit Union offers a complete range of modern financial products and services, supported by personalized service, no fee every-day banking and highly competitive interest rates. With close to \$500million in assets and growing rapidly, PARAMA is looking to supplement its lean management team with a top operations and service professional to help drive its evolution to the next level of banking.

The Role:

Reporting to the CEO, this senior position is responsible for both member facing and back-office functions to secure the effective delivery of all non-credit related products and services to PARAMA's membership. As a key member of the executive team, this position manages PARAMA's day to day operations and contributes to the development and achievement of the Credit Union's strategic goals and objectives in a rapidly evolving service environment.

We are looking for a self-starter with strong leadership skills and operational strengths to maintain and improve upon the platforms, controls and people systems which underpin the effectiveness and efficiency of PARAMA's services. This represents an excellent opportunity for a results-oriented, team player with prior management experience in financial services and a knack for operations and people management.

Responsibilities:

- **Service delivery:**
 - Builds a differentiated member experience which strengthens existing relationships and develops new ones, by optimizing the use of all available delivery channels
 - Develops and maintains a strong culture of service excellence, including coaching, mentoring and training to support same
 - Develops and maintains targeted solutions and processes catering to segmented member profiles and business objectives i.e. high net worth, member onboarding etc.
 - Maintains all avenues of support for members and front lines, i.e. help desk
 - Champions wallet share initiatives and other forms of organic growth
 - Monitors statistical information, competition and industry trends in proactively ensuring the continued relevance of product and service offerings
 - Initiates plans and actions to maintain and improve membership growth and otherwise strengthen market presence - develops and implements campaigns to achieve both short- and long-term growth targets
 - Develops, maintains and ensures compliance with Market Code of Conduct, including the effective resolution of member complaints
 - Serves as a driving force behind the implementation and integration of payments modernization, open banking and evolving digital initiatives within PARAMA's operations

- Maintains and improves systems and other technological platforms supporting the delivery of member services
- Oversees outsourced member products and related vendor arrangements
- **Other**
 - Recommends and achieves performance targets and other deliverables for strategic and operating plans
 - Contributes to the development and maintenance of all operational policies, processes and controls, including business recovery for all areas of responsibility
 - Establishes and monitors performance objectives and otherwise promotes growth and staff development. Identifies and fills operational voids
 - Provides key input into pricing decisions and other product terms affecting member services
 - Works closely with other business heads (i.e. Credit, Information Technology, Finance and Marketing) in achieving organizational targets
 - Attends board and committee meetings as appropriate
 - Provides expertise and guidance to the organization on operations, systems and programs
 - Drives operational efficiencies through improvements to operating systems and related processes (i.e. document management, transaction processing, and digital solutions)
 - Ensures compliance with all regulatory requirements; Fintrac, Privacy, FSRAO etc.
 - Achieves positive results from regulatory, external and internal audits
 - Maintains a high level of awareness of evolving industry trends and requirements in areas such compliance, market positioning & competition and digital transformation.

Key competencies and requirements:

- 7+ years of relevant management experience in the delivery of financial services
- Strong leadership & people skills, with proven ability to manage change, resolve conflicts and build relationships
- Strategic analytical thinker with the ability to harness data, market trends and strategic objectives into practical action
- Strong comfort zone with sales and service
- Strong problem resolution skills
- High level of proficiency with technology, systems, operating processes and procedures
- Exceptional verbal and written communication skills with the ability to communicate effectively with all levels of the organization, third party vendors and other strategic partners
- Excellent grasp of detail – with a good comfort zone with both content and purpose whether addressing forms, policies & procedures or vendor agreements
- Strong grasp of operational risk and internal controls
- Ability to effectively address responsibilities throughout all levels of the business organization ranging from the recruitment of front-line staff to strategic planning.

Interested?

Submit your resume along with a note describing your interest along with skills and attributes that you bring to our team to: careers@PARAMA.ca