

Employment Opportunity

VP of Member Experience



Are you a visionary leader with a passion for delivering exceptional member experiences? Radius Credit Union is seeking a dynamic Vice President (VP) of Member Experience to drive innovation, enhance member satisfaction, and lead a high-performing team. If you're ready to make a lasting impact in a forward-thinking and community-focused organization, we want to hear from you!

Job Profile:

Radius Credit Union is seeking a full-time VP of Member Experience to join our team, effective immediately. This position can be based out of any of our eight branch locations and will involve periodic travel to all branch locations.

Key Responsibilities:

Reporting directly to the Chief Operating Officer, the VP of Member Experience will:

- Build and lead the member service and investment team to deliver quality member service while achieving organizational goals.
- Oversee and direct the wealth management functions, strategies and operational plans for Radius.
- Develop and oversee adherence to organizational policies and standards as they relate to member service, wealth management and fraud.
- Foster a collaborative environment among member service staff, working closely with supervisors, management and executive leadership to strengthen teamwork and enhance organizational collaboration.
- Support the achievement of the organization's goals and strategic initiatives through effective leadership and management.
- Lead the organization's Fraud Management team to mitigate risk, develop fraud prevention strategies, and oversee fraud investigations.

The VP of Member Experience will also oversee a full range of performance management responsibilities, including:

- Setting goals and providing coaching, development, and performance evaluations.
- Motivating and recognizing staff contributions.
- Assessing staffing, scheduling, and training needs to support team success.

Qualifications

Our successful candidate will have seven plus years of related experience and/or education in the financial industry.

Ideal qualities include:

- High-level knowledge of financial industry, trends and credit union advantages.
- Proficient in business development and leadership.
- Wealth Management & Investment experience is required, including working knowledge and understanding of investment services and registered products.
- A commitment to self-development, self-motivated and able to work independently to guide a team of individuals to ensure branch activities align with the strategic corporate objectives.
- A collaborative work style and excellent communication and interpersonal skills with a desire to share time, expertise and success with others.

The Credit Union/Organization:

Radius Credit Union is a rural based community focused credit union with eight (8) branches, assets over \$600 million and nearly 60 employees serving 5900 members. **Radius Credit Union builds relationships by providing financial solutions and supporting its communities.** Employee engagement is valued and there are many opportunities for growth for career minded individuals. Our organization has branches in Avonlea, Ceylon, Earl Grey, Ogema, Pangman, Radville, Tribune and Torquay.

Compensation:

Radius Credit Union offers a competitive compensation package including a 7% matched defined contribution pension plan administered by the Co-operative Superannuation Society, participation in a Variable Incentive Program, a full range of employee benefits including medical, dental, EAP and life/disability insurance.

Join a dynamic team committed to member success and community growth! To become a part of the Radius team please submit your resume, in confidence, by February 26, 2025, via email or mail to:

Radius Credit Union

PO Box 339

Ogema, SK S0C1Y0

Attn: Michelle Leonard, HR & Marketing Coordinator

michelle.leonard@radiuscu.com

We appreciate the interest of all applicants; however, only those under consideration will be contacted.