



## Opportunity Profile

### Customer Service Manager

Peace Hills Trust, Fort Qu'appelle Regional Office

March 6, 2025

#### Company

Peace Hills Trust is Canada's largest and oldest First Nations owned federally regulated financial institution, and is also Canada's only independent Trust Company. Employing over 100 people, Peace Hills Trust provides personal and business financial services through a network of 9 Regional Offices and electronic services.

Peace Hills Trust is wholly owned by the Samson Cree Nation of Maskwacis, Alberta. Its Corporate Office is located in Edmonton, Alberta.

#### The Opportunity

We are looking for an experienced professional in retail branch administration who provides a high level of customer service and assumes overall responsibility for the day-to-day administration of Regional Office.

The **Customer Service Manager** role is located in Fort Qu'appelle, Saskatchewan and manages a team of service employees while contributing to the productivity of success of the Regional Office. The role will lead, coach and develop employees toward achieving customer experience, branch business objectives and ensuring compliance with company policies and procedures, securities and regulations, including Anti Money Laundering (AML) compliance requirements. The role ensures a customer focus and is committed to serving, while maintaining and building value-added relationships in administering a full range of retail banking products and services to our customers.

The role will develop you and provide an opportunity to manage in Retail Operational and Administration business customer experience, gain leadership skills, network and build relationships and ultimately establish our reputation as a company that provides excellent customer support with potential leading into future growth and career opportunities within the company.

#### Responsibilities include:

- Develop teamwork and manage the service team by providing training and coaching to in meeting established customer experience in company products and services
- Provides direction and ensures effective customer service is maintained while ensuring overall prompt and accurate processing of transactions on a daily basis
- Takes the initiative to lead and be consistent with achieving business results
- Ability to meet and understand the needs of customers and potential customers while exercising sound judgment in providing accurate, timely information for branch control and security
- Willingness to learn and accepts training: coaching and professional development opportunities and will develop and maintain thorough working knowledge and understanding of: products and services, industry practices and principles
- Ability to work to time constraints and have the ability to multi-task; highly dependable and works well under pressure
- Effectively demonstrates the ability to communicate and possess strong interpersonal skills to internal and external stakeholders
- Demonstrates strong organizational and planning skills to maintain overall customer service administration

## The Ideal Candidate

To be successful in this role, you should be an excellent communicator who's able to learn our clients' trust and offer excellent customer support in addressing customer needs.

A basic knowledge of retail banking products; including personal and business related bank account services and basic knowledge of registered products is preferred.

Be familiar with essential accounting tasks and transaction processing systems is required, confident at troubleshooting and problem solving.

### **Qualifications and Requirements:**

- Minimum 3 - 5 years' experience in Supervision and Performance Management
- Minimum 5 years of management experience in a financial institution
- Experience or possesses strong skills and knowledge in the Customer Service Experience
- Related post-secondary education, or equivalent combination of training and experience related to retail banking or business management is a definite asset
- Proficient in Microsoft Word and Microsoft Excel is mandatory
- High School Diploma or General Equivalency Diploma is required

**To be considered for this exciting opportunity, please forward your resume to or download your resume via link:**

Human Resources

Phone: 780.421.1606

Email: [human.resources@peacehills.com](mailto:human.resources@peacehills.com)

We appreciate the interest of all applicants however only those selected for consideration will be contacted.

**Closing Date: March 20, 2025**