



Opportunity Profile

Financial Services Support Officer

Peace Hills Trust, Corporate Office

August 21, 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 Financial Services support and oversees the implementation and administration of Financial Services Mission and assumes overall responsibility for the support of all our Regional Offices.

The **Financial Services Support Officer** role is located at our **Corporate Office in Edmonton, Alberta**. You will implement and administer the operational, reporting, implementation of new products & services, policies & procedures, online banking development and maintenance, and provide banking system technical support for all Regional Offices of PHT.

The role will lead, coach, train and develop employees toward achieving their highest potential and ensuring that outstanding service is delivered to both internally and externally PHT clients.

The role will develop you and provide an opportunity to administer in Retail Operational and Online Banking System Management, gain leadership skills, develop Marketing skills, gain Technology Management skills 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:

Online Banking System Development & Maintenance

- Provide Digital Banking expertise for PHT employees as they serve customers with Digital Banking needs, including hardware and software troubleshooting and diagnosis.
- Manages and supports online banking systems, ensuring a smooth and secure customer experience.
- Troubleshoot issues, maintain system integrity, and provide support to both internal staff, managing user accounts, and collaborating with vendors and auditors
- Process Digital Banking operational functions; complete and maintain Digital Banking product and service documentation, procedures, and forms.
- Assist in developing and maintaining training on online banking products and act as a resource for PHT employees.
- Participate in implementing new Digital Banking products, testing, and post-implementation support of online banking service products, including product marketing, to increase awareness and adoption rates both internally and externally.
- Maintain knowledge and ensure compliance with all applicable banking regulations, bank policies, and procedures, including but not limited to the Anti-Money Laundering Program and Information Systems Security Policies. Timely completion of Compliance training.

Technology Co-ordination and Management

- Responsible for the identification, development and management of our products to support our existing and new business models.
- Responsible for the execution of the product development process. Contribute to the development of product-related content for the website and other online platforms.
- Stay up-to-date on product features, benefits, and specifications. Maintain a thorough knowledge of existing programs and keep abreast of technological changes and innovations in the data collection & reporting fields, recommending software and/or technology changes to increase reporting efficiency and effectiveness while maintaining the integrity of the reporting systems and processes.
- Responsible for ensuring the integrity of reporting systems and processes. Protection of the PHT and its employees as it relates to Auditors specifications.
- Provide administrative and technical support to ensure systems are utilized efficiently, and staff is trained and knowledgeable. Develop and deliver online training materials to other team members on product information.
- Collaborate with marketing, sales, and customer service teams to improve the online customer experience.
- Participate in testing and quality assurance of new products and features. Maintain and update product documentation, FAQs, and other resources.

Marketing

- Assists in the maintenance of the website system in accordance with policy, procedures and standards
- Assists in ensuring website management and updates are in accordance to marketing concepts, which includes design, content development, content management and branding.
- Assist in the preparation of the annual roadmap and subsequent budget in regards to marketing requirements and initiatives for Financial Services Department.
- Enthusiastically participate in various marketing campaigns, internal committees, community involvement and image building of PHT.
- Developing engaging content for various platforms, including websites, social media, email, and print materials.
- Creating and optimizing online advertising and promotional efforts. Providing insights into campaign performance and making recommendations for future strategies.

Organizational Commitment and Teamwork

- Develop policy, procedure and product development for the Financial Services area accurately and in a timely manner.
- Adhere to service standards as they pertain to the position.
- Adhere to legislation and security procedures accurately and promptly as they pertain to the position. Adhere to regulatory and legislative requirements as they pertain to the position.
- Identify and act upon opportunities to promote PHT products and services.
- Portray a good sense of teamwork, willingness to assist others, and establish team relationships with other staff members.
- Cooperatively accept and accurately complete all other duties as assigned and deemed appropriate within a specified time frame.

The Ideal Candidate

To be successful in this role, you should be an excellent in People Management, Technology Savy and are able to Deliver excellent Financial Services in meeting financial customer needs.

An understanding of your role in Organizational Commitment and Teamwork is a must.

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

Must have: Effective business communication skills including written, verbal, and interpersonal; analytical, problem solving, and decision-making skills; detail oriented. Time / Priority management; computer needs analysis; planning, organizing, implementing and controlling skills. Service and selling; problem and conflict resolution; performance management; policy interpretation and application; file maintenance & records management; analysis and interpretation of various systems; supervisory skills.

Qualifications and Requirements:

- Minimum 5 years in Financial Institution experience
- Preferred 5 or more years banking; supervisory experience in other financial institutes or related field; experience using computers, data processing, Local Area Networks.
- Minimum Grade 12 diploma with additional courses in computer technology
- Preferred diploma or degree in business or marketing from recognized post-secondary institute or equivalent
- Proficient in Microsoft Word and Microsoft Excel is mandatory
- Consideration will be given to an equivalent combination of education and experience.

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

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

Deadline Date: September 3, 2025