



## Opportunity Profile

### Manager, Financial Services

Peace Hills Trust, Edmonton Corporate Office

March 20, 2024

#### 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 Management and oversees the implementation an administration of Financial Services Mission and assumes overall responsibility for the support of all our Regional Offices.

The **Manager, Financial Services** role is located at our Corporate Office in Edmonton, Alberta. You will provide administration and support to all Regional Offices and work directly with the Vice President, Financial Services to deliver PHT solutions in alignment with PHT's Service Promises. You will lead a team of service employees while contributing to the productivity of success of the Regional Offices. 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. You will oversee the implementation and administration of the operational, reporting, implementation of new products & services policies & procedures and banking system technical support, including compliance requirements for all Regional Offices.

The role will develop you and provide an opportunity to manage in Retail Operational and Banking System Management, gain leadership skills, develop Human Resources Management 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:

- Develop and maintain highly motivated, well-trained staff and the service team by providing training and coaching in alignment with PHT Service Promises.
- Identify the financial needs of the client and recommend an appropriate PHT solution.
- Perform job duties in accordance with company policies, procedures, and best practices, regulatory and legislative requirements, and established internal and external service standards.
- Participate in hiring decisions, monitor performance standards, evaluate performance and conduct semi-annual performance reviews, identify training and development needs, make recommendations to Department Head concerning appropriate action to take, in accordance with company policy and procedures.
- Provide administrative and technical support to ensure systems are utilized efficiently, and staff are trained and knowledgeable.
- Continuing assessment of the effectiveness of electronic data processing systems, banking systems and manual systems in functional areas and individual Regional Offices and identify areas to increase efficiency and effectiveness.

- Primary resource person for all scheduled system reports and system enhancement requests.
- Investigate and resolve identified banking system outages/discrepancies, and ensure problems are corrected promptly and efficiently.
- Primary resource person for communication and negotiation with third party service providers in regard to data processing requirements and technical issues.
- Develop and maintain policy, procedure, and product development for the Financial Services area accurately and in a timely manner.
- Enthusiastically participate in various marketing campaigns, internal committees, community involvement and image building of PHT.
- Provides direction and ensures effective Financial Services are 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.
- 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 manage and maintain overall financial service administration.

## 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.

A thorough working knowledge of existing programs, keep abreast of technological changes and innovation in data collection & reporting fields is preferred.

Experience in Financial Institution and/or Banking is required, confident at troubleshooting and problem solving.

## Qualifications and Requirements:

- Minimum 5 - 10 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 Financial Service Management
- Related post-secondary education, or equivalent combination of training and experience related to retail banking or business management is a definite asset
- Related post-secondary education, or equivalent combination of training and experience related to Computers, Data Processing, LAN and Fixed Assets Administrations 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.

**Deadline Date: April 3, 2024**