



Opportunity Profile

Credit Assistant

Peace Hills Trust

November 21, 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 nine 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

A high quality loan administration and customer service role that provides the first source of guidance in relation to company lending products and services for the customer.

The **Credit Assistant position is located in Fort Qu'appelle, Saskatchewan.** The role is customer oriented and is responsible for administrative oversight of commercial and First Nation accounts and organizational support to the Regional Office. Routine tasks will include assisting in customer service administration as required and is responsible for daily loans administration. You will process a variety of credit administration tasks including disbursing loan proceeds, preparing professional written correspondence with customers and service providers, maintaining mortgage/loan files, managing Pre-Authorized Payments including payment arrears, follow up property taxes and insurance, online Credit Bureau Reports, preparing Mortgage/Loan Bank Confirmations, searching, registering and discharging loan security through Personal Property Registry and/or Land Titles, reporting and reconciling loss provision adjustments, all in accordance with company policy and procedures.

The role will provide an opportunity to enhance your administrative support and communication skills; while gaining valuable insight to credit administration and financial customer service processes, including building relationships and ultimately affirming our reputation as a company that provides excellent customer support for our clients and build a career with potential future growth opportunities within the company.

Responsibilities include:

- Provides a high level overall administrative and departmental support to all Senior Credit Personnel
- Provides and maintains daily administration of commercial and First Nation loan files including all areas of ongoing follow up
- Ability to effectively maintain strong business relationships with Peace Hills Trust clients/customers while maintaining credit files and providing valued administrative support in the credit process
- Maintains and promotes company products and services in providing outstanding relationship-focused customer care and service
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by following company guidelines and regulatory compliance
- Respond to customer inquiries; managing incoming calls and customer service inquiries in a timely manner

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- Develop and maintain a thorough working knowledge of all company products and services
- Handle customer issues/concerns, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Responsible and reliable; able to perform well as part of a team and contribute on an individual basis

The Ideal Candidate

To be successful in this role you should be an excellent communicator who is able to earn our clients' trust, provide professional customer oriented service, and be well-experienced in administrative responsibilities.

Basic understanding of the credit process, including securitization and loan administration is preferred.

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

Understand the basics of accounting and familiarity with transaction processing systems.

Be a strong team player, eager to learn new credit related skills and have a desire to excel in this role.

Qualifications and Requirements:

- Minimum one year loan administration experience with a financial institution or other credit related experience is preferred
- Minimum three years banking experience with a financial institution is preferred
- Minimum three years customer service experience is preferred
- Must have knowledge in computer programs and be familiar with Word and Excel
- Strong phone or direct contact handling skills and active listening
- Experience in client support systems or banking systems experience is considered a plus
- Must have excellent - written and oral - professional communication skills
- Must have strong organizational and presentation skills
- Ability to multi-task, prioritize, exercise judgment and manage time effectively
- Customer orientation and ability to adapt/respond to different types of customer experience
- High School Diploma or General Equivalency Diploma is required

To be considered for this exciting opportunity, please forward your resume to:

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.

Closing Date: November 29, 2024