



## Opportunity Profile

### CSR Supervisor

Peace Hills Trust, Maskwacis Regional Office

June 6, 2022

#### 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 banking who provides a high level of customer service and assumes overall responsibility for the day to day administration of Customer Service and front line staff.

The **CSR Supervisor** role is located in Maskwacis, Alberta and manages a team of service employees while contributing to the productivity of success of the Regional Office. The role will develop, train and coach employees toward achieving customer experience and ensuring compliance with company policies and procedures; securities and regulations. The role ensures a customer focus and is committed to serving, while maintain 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 training and coaching to meet established customer experience in service and product knowledge
- Will develop and maintain a thorough working knowledge and understanding of: products and services, industry practices and principles, and regulations
- Ensures effective customer service is maintained by scheduling the team's work duties and providing resources in an appropriate manner to respond to customer traffic volumes
- Takes the initiative to lead and provides direction to the CSR team and ensures overall prompt and accurate processing of transactions on a daily basis
- 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
- 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 basic accounting and transaction processing systems is required and confident at troubleshooting and problem solving.

### **Qualifications and Requirements:**

- Minimum 3 - 5 years' experience in Supervision and Performance Management
- 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: Until Position is Filled**