



THIS IS CROSSROADS COUNTRY

## Exciting Opportunity:

### Associate Manager of Lending Services at Crossroads Credit Union

Are you ready to lead, innovate, and shape the future of lending services? Do you believe in the power of teamwork and the magic that happens when people come together to create something extraordinary? If so, we have an exciting opportunity for you at Crossroads Credit Union!

We are looking for an innovative and inspiring Associate Manager of Lending Services to join our team. This is a unique opportunity to lead a diverse team in a hybrid work environment, fostering a culture of innovation, collaboration, and conversation that leads to exceptional member service.

#### About the Role

**Your Mission:** You will be the coach, motivating and encouraging your team, fostering a culture of continuous improvement, and ensuring procedures are current and optimized. Our lending team works across multiple branches, offering you the flexibility to work both in-office and remotely.

**Innovate:** Explore fresh ways to grow wallet share, enhance relationships, simplify procedures, and support the lending team so they can support our members.

**Lead:** Support the lending team to embody our values and build meaningful connections, participate in local community events, and guide new and existing staff through change.

**Develop:** Create a space where staff can build long-term, mutually beneficial relationships with members. Move away from order-taking to proactive, advice-based service.

**Empower Staff:** Create an environment where team members actively manage member relationships and profitability.

**Retention Champion:** Ensure members' financial needs are met at the highest level, not just for today but for the future.

#### About You

You're someone who gets satisfaction from supporting your team. You know your team's contributions make a difference, and you love removing complexity and frustration from people's lives. You're driven, energetic, and exciting. You work independently, provide motivation for your team, and demonstrate these qualities.

- Experience in Financial Services along with People Leadership experience.
- Business Administrative Diploma, Sales and Services Training, or equivalent work experience. (FCUIC Designation is an asset).
- Inquisitive and passionate about cultivating new relationships.
- Dynamic, advice-driven person who finds satisfaction in developing and recommending solutions.

## What We Offer

At Crossroads Credit Union we are focused on our employee experience and creating a work environment that encourages growth, innovation, and collaboration. We offer a competitive salary, medical/dental/vision plan, and one of the best pension plans (8% matched). In addition to these, we also provide:

- Annual bonus based on your results
- Vacation that increases beyond legislated requirements
- Wellness program
- Work / Life Balance
- Flexible Work Time & Locations
- Sick Leave – Duty of Care
- Volunteer Time
- Training & development
- Education Day / Paid Education
- Credit union perks / free accounts
- Service awards and recognition
- Crossroads Clothing

## Join Us

If you're not already with us in Crossroads Country, then you need to join us! To us, Crossroads Country is not just a place, it's a feeling. A close-knit community of people, regardless of physical location, who through all seasons are united by prairie values. It's about grassroots, hometowns, and cooperation. This feeling of belonging to a family that is always willing to lend a helping hand is part of what makes ***Crossroads a Direction Worth Choosing.***

## Apply Now!

Don't delay in submitting your resume to Human Resources. We will begin reviewing submissions immediately and continue until we find the right hire. Our employees are very important to us; our staff work hard, and we are committed to making first-rate hires (just like them). Please include any relevant certification with your application. We can't wait to hear from you!

Crossroads Credit Union is an equal opportunity employer. Apply now and let's create something extraordinary together!