



VantageOne
CREDIT UNION

Career
Opportunity

TYPE: External Advertisement
ROLE: Commercial Banking Manager
BUSINESS LINE: VantageOne Credit Union

DATE: May 13, 2024

POSTING NUMBER: EX 2024-10
CLOSING DATE: Until Filled

Are you a dynamic Commercial Banking Leader ready to steer our Commercial Team towards success? If so, we want YOU to be our next Commercial Banking Manager!

Who We Are:

At VantageOne, we are neighbors helping neighbors. We have been helping our neighbors since 1944 when our first branch was opened in the North Okanagan. We are driven by a strong set of values that guide our actions and define our commitment to our members, clients, and employees. We are passionate about our Members and Clients, we are Action Driven to explore ways to innovation and simplify our member and client experiences, we take Ownership and Accountable for our actions and we are always striving to Be the Best. In addition, we are dedicated to promoting Diversity, Equity, Inclusion, and Reconciliation (DEIR) in all aspects of our organization.

Our mission is clear, we provide our communities with access to member-focused advice, high-quality financial services, and help our communities and employees grow.

What You'll Do:

Manage the overall operations of the Commercial Services Department, directing and leading all staff to meet growth and profitability targets by delivering exceptional sales and service to our valued members, including managing a portfolio of members. Execute corporate strategic plans aligned with our long-term goals and vision, while also fostering a culture of innovation, continuous improvement, and excellence among your team. Additionally, you'll be expected to be involved in community events and business development activities, making a real impact in the community. This position is full time Monday to Friday.

What We're Looking For:

Candidates should possess an undergraduate degree in business or finance, plus specialized courses relating to Commercial (SME) lending and Commercial Real Estate Lending, Agricultural Lending, Sales, Mediation and Conflict resolution, along with 8 to 10 years' experience in increasingly more complex roles in financial services lending environment with exposure to commercial, real estate lending. Additionally, candidates should demonstrate exceptional commercial management/leadership skills with the ability to motivate and empower others, as well as strong communication and interpersonal skills, enabling effective relationship-building and collaboration. Furthermore, the ideal candidate will have experience and the ability to turn strategic goals into actionable plans, coupled with a passion for results and a track record of success in achieving goals. Experience in managing in a unionized environment is an asset.

Why Join Us:

We offer a competitive base salary (\$100,000.00 to \$110,000.00 per year) and benefits package, along with opportunities for career growth and advancement. You'll thrive in our collaborative work environment, where your contributions are valued and recognized. Plus, you'll have the chance to make a real difference and leave your mark on our organization while supporting and developing branch employees and making a positive impact on our members and in the community.

To apply, please submit your resume and cover letter to HR@vantageone.net. We welcome applications from all interested; however, only those selected for an interview will be contacted.

POSITION TITLE:	Commercial Banking Manager
BUSINESS UNIT/DEPARTMENT	VantageOne Credit Union Administration Department
LOCATION:	North Vernon, Commercial Centre 5300 26 Street, Vernon, BC
REPORTS TO:	Chief Executive Officer

PURPOSE OF POSITION

Under the direction of the Chief Executive Officer, the Commercial Banking Manager is responsible for providing business development and operational leadership to the Commercial Banking areas of VantageOne Credit Union. This role encompasses managing the commercial banking operations of the Credit Union ensuring compliance with regulatory requirements to meet the strategic directions of the business line.

KEY RESPONSIBILITIES/DUTIES

Commercial Banking Leadership

- Responsible for the overall management, coaching, directing, and mentoring of the Commercial Banking team in the achievement of the department's business objectives for portfolio growth and profitability. Ensuring adherence to lending policies and practices while maintaining high service quality.
- Collaborate with Branch Managers to ensure consistent implementation of member experience across all branches.
- Drive business development initiatives to expand our member base and increase revenue streams.
- Identify and pursue new business opportunities through market research and networking.
- Develop and maintain strong relationships with clients, partners, and stakeholders to drive growth and foster collaboration.
- Collaborate with cross-functional teams to develop strategies for business expansion and product/service enhancements.
- Analyze market trends and competitor activities to identify areas for growth and competitive advantage.
- Develop and execute effective sales and marketing strategies to achieve business development goals.
- Monitor and evaluate the performance of business development initiatives, adjusting as needed to ensure success.
- Stay up to date on industry developments and best practices to drive innovation and maintain a competitive edge.
- Represent VantageOne Credit Union at community and industry events, conferences, and networking opportunities to promote brand awareness and establish new partnerships.
- Establish performance criteria for direct reports, monitor performance, and provide ongoing feedback to increase employee engagement and motivation.
- Ensure adherence to corporate policies, procedures, and risk management programs.
- Ensure adherence to and administration of the Collective Agreement for unionized staff.

Business Planning and Financial Management

- Assist in the creation of business plans and oversee implementation.
- Recommend budget objectives and monitor activities to achieve strategic and operational budget objectives.
- Prepare necessary reports and analysis to evaluate departments performance.
- Manages the multi-branch commercial loan portfolio, working with the Credit Adjudication and Collections Manager and Chief Credit, Risk and Operations Officer to ensure corporate Credit Union standards and processes are implemented to ensure proper diversification, quality, profitability, rates and fees.

Risk Management, Reporting and Compliance

- Prepare reports and analysis to evaluate overall performance of Commercial Department and commercial portfolio.
- In conjunction with the credit unions enterprise risk management program assists in the implementation of compliance and risk management procedures
- Ensures adherence to credit policies ensuring all loans or credit applications are in order, documented, adequately secured for audit, and that effective collection control procedures are followed. Recommends loans that exceed personal discretionary lending limits to the next level of approving authority.
- Ensures routine audits and controls are followed for all lending, investment, and administrative functions. Accountable for ensuring that the Credit Union's Risk and Compliance Manager is aware of any risks identified through this process.
- Ensures branch opening and closing procedures are met, security clearances are in place.
- Manages premises security and its operational efficiency, liaising with the appropriate area to effect repairs, improvements and modifications as needed.
- Adheres to all VantageOne policies.
- Ensures location staff comply with regulations, legislation, corporate policies and procedures, risk management and communicate information, changes, and updates to assigned staff.
- Monitors technical systems operational effectiveness; coordinates with IT support as required.
- In conjunction with Risk Management, assists with the implementation of compliance and risk management procedures and programs.

- May maintains and manage joint custody of combinations.

Portfolio Management – Commercial

- Analyze and negotiate business members' business to ensure profitability and acceptable risk of the relationship.
- Completes loan applications and related documentation for new loans, renewals, payment suspensions, alterations, and substitution of security.
- Conducts credit investigations, security inspections, and searches as required; analyzes inventories and accounts receivable and payable for forward margining. .
- Evaluates security, calculates loan to value of security position and ensures appropriate documentation relative to the risk, legislation and regulations of the venture is processed.
- Grants commercial mortgages, operating lines of credit, overdrafts, and business loans within approved lending limits.
- Provides individual financial counselling and information to Credit Union members on loan services and deposit products offered through the Credit Union.
- Keeps apprised of changing rules and regulations pertaining to relevant legislation requirements, reforms, and industry trends, following the Credit Union Investment and Lending Policy/Procedures and Guidelines.

Marketing and Business Development

- Participate in strategic planning, marketing activities, and networking to promote the Credit Union.
- Maintain up to date knowledge of commercial services products and services along with competition.
- Evaluates the overall Commercial Services lending and investment portfolio identifying strengths and weaknesses based on market and member demographic changes. Makes recommendations for appropriate direction of portfolio strategy adjustments and any sales/service delivery initiatives.
- Assists in the development and executes an annual business plan and budget; collaborates with direct manager leadership team to ensure the areas of improvement are aligned with the business needs.
- Ensures operational targets for commercial growth in areas of lending, investment, insurance and product and service targets are met.
- Supports building relationships with referral sources in the community including centers of influence, professional networks to promote VantageOne and build business.

Human Resource Leadership

- Responsible for the establishment of performance criteria for each direct report, monitor performance, provide ongoing performance feedback, and increase employee engagement and motivation. Holds employees accountable for their performance, attitude, and behavior.
- Participates in the corporate performance management process for each direct report, monitors performance and provides ongoing performance feedback to employees through the corporate performance management system.
- Works with Human Resources in establishing/updating job descriptions for assigned positions to conform to corporate HR policies and ensure the management of Human Resources follows HR Policies and Procedures.
- Actively work with Human Resources Manager to address disciplinary issues.
- Establish and implement training plans to develop each employee to their highest potential by identifying areas of improvement and appropriately coaching, training, or correcting the employee's performance.
- Ensure adherence to corporate policies, procedures, and risk management programs.
- Actively works with Human Resources Manager to address disciplinary issues.
- Establishes and facilitates training and development plans in conjunction with Human Resources
- Ensures adequate coverage within assigned FTE quota for assigned areas.
- Assists with recruitment and selection of assigned roles in conjunction with Human Resources
- Ensures adherence to and administration of the Collective Agreement for unionized employees.
- Ensures staff training and development needs are met.
- Participates in recruitment planning and proactively managing staffing levels.

Management Team Member

- Actively participate in management meetings, contributing to the design and attainment of department goals.
- Lead or participate in special projects as assigned.
- Demonstrate enthusiastic support of VantageOne's Mission, Vision, and Values. Oversee member feedback, complaint resolution and Speak Up responses for assigned areas.
- Actively participate as the leader of the Commercial team by leading/attending regular Department meetings contributing to the design and attainment of short- and long-term goals through group discussion and problem solving, consulting on issues affecting day to day commercial operations.
- Actively participate in corporate wide management team meetings and develop positive functional relationships with leaders in other business units throughout the organization.
- Provide input and recommendations in creation of annual business sales plan and operating budget; collaborating with the direct leader to ensure the areas of improvement are aligned with the corporate strategy and overall business needs.

Other Duties

- Perform other duties as assigned.

EDUCATION & EXPERIENCE

Education:

Undergraduate degree in business or finance, plus specialized courses relating to commercial (SME) lending and Commercial Real Estate lending, Agricultural Lending, industry specific courses in sales, mediation, or conflict resolution.

And

Job Related Experience

- 8 to 10 years' experience in increasingly more complex roles in financial services lending environment with exposure to commercial, real estate lending, management leadership and/or coaching experience of department/branch commercial team.

Or

- Or an equivalent combination of education and experience acceptable to VantageOne

STRENGTHS AND ABILITIES

Striving Strengths	Thinking Strengths	Relating Strengths
<ul style="list-style-type: none"> • Ability to Achieve • Desire to Succeed • Competent • Committed to be of Service to Others • Ethical • Available 	<ul style="list-style-type: none"> • Focused • Disciplined • Able to Arrange • Responsible • Problem Solving Ability • Committed to Accuracy 	<ul style="list-style-type: none"> • Empathetic • Caring • Team Player • Ability to build and sustain relationships. • Partnership and Advice Focused • Positive Attitude

PHYSICAL REQUIREMENTS

Physical exertion – Occasional less than ¼ of the time this may include stooping, reaching, pushing, pulling and/or lifting.

Visual attention – Frequent between ½ and ¾ of the time, this may include intense reading of documentation or data close monitoring of computer screens or detailed work.

Travel – Occasional less than ¼ of the time, travel may be required either day-to-day or overnight on Credit Union business.

Manual Dexterity – Frequent between ½ and ¾ of the time, this may include computer keyboarding or mouse work for a significant portion of the workday.

NATURE OF SUPERVISION

Immediate Supervisor	Chief Executive Officer
Supervisor Responsibility Level	Manager – Directly Manages the Commercial Services Team This includes planning staff resources based on operational needs and budget constraints and includes hiring, dismissal, promotion and salary adjustments and identifying development needs as they relate to corporate objectives. Indirectly manages the Leasing subsidiary through a subordinate manager.
Positions Supervised	Direct Supervision: Credit Union: Commercial Services Department – Account Managers - Commercial, Commercial Services Assistants, Commercial Services Representative

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www.vantageone.net