

Head of Administration

Reports To:

VP, Operations

Overview:

The position provides oversight and instruction to the Administration Department which generally is responsible for all administrative tasks related to the review and sign-off of Estate Accounts, Registered Plan Portfolios and Credit files, updating, formatting, and reconciling of documents, member correspondence, filing and cataloguing of documents, administration of CU contracts, and other administrative duties as required.

The Head of Administration is charged with monitoring, measuring, and analyzing the effectiveness of internal administrative processes as they relate to BCU's overall goals and compliance with BCU's regulators. Reporting to the VP Operations, this person will also work closely with the HR, IT, and Accounting Departments, as well as the VP of Retail Credit. Together, they manage the relationship between Branches and Corporate Office to ensure that both sides are optimized to deliver a superior Member experience and the overall BCU business development strategy.

Responsibilities:

- Manage the Administration Department.
- Conduct a thorough review of internal administrative processes and identify gaps and inefficiencies.
- Establish and maintain scalable processes that ensure best practices.
- Evaluate new technologies and add-on applications to improve and optimize team and CU performance.
- Storage and Management of BCU Financial contracts signed with third parties, including ensuring expiries and renewals are addressed in a timely manner.
- Manage all Member garnishments.
- Oversee and manage the transformation of the Administration Department from one that is paper based to a digital one.
- Ensure that all digital and paper member forms are up to date.
- Coordinates and manages employee access to internal and third-party applications based on approved requests submitted from qualified managers.
- Continuously explore avenues to increase efficiencies.
- Manage the transfer of administrative tasks away from branch personnel to Administration Department employees in order to provide the branch staff with greater opportunities to manage the Member Relationship.

- Oversee the Manager of Estates & Registered Plans who is responsible for:
 - Reviewing and reconciling of Estate Accounts.
 - Ensuring that annual tax receipts are generated.
 - Corresponding with lawyers for clarification or to resolve discrepancies.
 - Receiving and reviewing Power of Attorney documentation.
 - Ensuring all RRIF payments are made according to the member's wishes.
 - Ensuring all RRIF minimum yearly payments are made.
 - Ensuring all new RRSP/RRIF contracts are registered with CRA.

- Oversee Administrative Assistants and Administrative Clerks who are responsible for:
 - Administration of Retail Credit files.
 - Preparing of monthly Credit Reports.
 - Following-up on outstanding credit related matters with FSOs.
 - Reviewing Discharge Statements.
 - Facilitating final review of credit files after approval.
 - Ensuring that Solicitor's Reports match the approved details of each loan.
 - Following-up with lawyers about outstanding final Solicitor's Report.

Requirements:

- BA or equivalent working experience.
- Strong analytical skills.
- Technically capable, excellent communicator and creative thinker, with an ability to use data to inform all decisions and a desire to improve processes.
- Exceptional organizational abilities and time management skills, ability to meet deadlines, multitask and prioritize workload.

Compensation:

- This is a full-time position offering a competitive compensation and benefits package commensurate with experience and qualifications.

Buduchnist Credit Union is a member-owned, financial cooperative dedicated to improving the lives of members and their community. Buduchnist Credit Union is a part of BCU Financial Group – a fast-growing Ontario-based financial group providing Canadians with diversified services and products. BCU Financial Group offers its members a real alternative to high-fee, big-name banking by providing no-fee chequing accounts, competitive savings accounts, loans, mortgages, cards, investment services, online banking, and insurance services. Buduchnist Credit Union, together with its BCU Wealth Management division, currently oversees over \$1 billion in assets.

BCU Financial Group also recognizes the importance of building a strong community. That's why it provides generous sponsorship funding annually to a wide array of community-based projects and activities. The credit union and its members supported BCU Foundation, provides sponsorship funding of over \$1 million annually to community organizations, charity fundraisers, student scholarships, cultural events, and educational projects.