

# Financial Services Officer (FSO)

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## **Reports To:**

Branch Manager/Supervisor

## **Overview:**

This position is responsible for developing member relationships by addressing/attending to both their deposit, lending and investment needs. The position of FSO is also responsible for achieving set objectives for deposit, lending and investment products, and facilitating referrals to BCU Wealth Management and BCU Insurance.

## **Responsibilities:**

- Develops member relationships, promotes and completes the sale of a range of deposit and investment products for assigned portfolio by identifying and pursuing opportunities within existing portfolio or through referrals.
- Acts as the primary resource for opening new accounts and effectively matches appropriate services to members' needs.
- Interviews loan and mortgage applicants, analyzes financial information, assesses credit worthiness and makes recommendation to senior staff regarding loan approval or decline.
- Identifies opportunities to promote, up-sell and cross-sell the Credit Union deposit and investment products including current accounts, term deposits, registered plans, safety deposit boxes, BCU link (online banking), member cards, merchant services and credit cards.
- Manages margins between deposit and credit facilities.
- Identifies opportunities to promote, up-sell, and cross-sell the Credit Union credit products and services.
- Maintains regular contact with members to promote business retention.
- Interviews business members and analyzes financial information including financial statements, operating cycles, cash flow, historical performance of the business (if applicable), profitability and personal net worth or shareholders and other variables affecting loan viability and makes recommendations for approval/decline by Branch Manager/Supervisor.
- Executes the branch marketing program to attain credit, deposit, membership and sundry product targets within the objectives set out in the business plan.

- Represents the Credit Union in the community by participating in local business activities and community functions.
- Exhibits a high commitment to member client relationships by promoting the concept of relationship marketing.
- Consults with Branch Manager/Supervisor for further investigation and analysis of credit worthiness (i.e. evaluation of securities, loan terms, credit analysis, documentation) and lending approvals.
- Conducts normal follow up on delinquent accounts and maintains a systematic collection procedure for early identification of problem accounts and promptly initiates or recommends appropriate action to minimize risk.
- Maintains working knowledge of current products, services, programs, policies and procedures.
- Effectively uses Customer Relationship Manager and Ovation to maintain member contact information, profiles and documentation.
- Effectively uses Loan Origination System to process loan applications.
- Adheres to branch operating procedures, lending policies, and security and compliance requirements (FINTRAC).
- Builds and maintains effective working relationships with team members & other BCU colleagues.
- Participates in team meetings, workshops and individual coaching sessions.
- Other duties as assigned.

**Requirements:**

- Post-secondary education in a relevant field.
- 3 years related experience or an equivalent combination of experience, training and/or education.
- Demonstrates good knowledge of MS Office applications.
- Knowledge of deposit, personal & investment products/services to effectively analyze and identify member needs.
- Knowledge of retail lending products & practices to respond effectively to member inquiries, take applications and process loans.
- Comprehension of relevant regulatory requirements.
- Familiarity with product offers by competitors to respond to member inquiries and explain advantages of BCU products.
- Awareness of sales management techniques and initiatives to promote & sell financial products to meet member needs.
- Highly motivated with excellent interpersonal, communication (verbal and written) and time management skills.

- Ability to consistently apply problem solving skills to address/resolve member needs and issues.
- Proficiency of Ukrainian language is an asset.

**Compensation:**

Salary will commensurate with qualifications and experience. BCU Financial also offers a competitive and comprehensive benefits package.

BCU Financial is a member-owned, financial cooperative dedicated to improving the lives of members and their community. BCU Financial 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. BCU Financial, together with its BCU Wealth Management division, currently oversees \$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 member-supported charitable institution, BCU Foundation, provide sponsorship funding of over \$1 million annually for community organizations, charity fundraisers, student scholarships, cultural events, and educational projects.

BCU Financial Group is an equal opportunity employer dedicated to building an inclusive and diverse workforce. BCU Financial Group provides accommodations during the recruitment process upon request. Requests received relating to accommodation will be addressed confidentially.