

Financial Services Officer (FSO)

Location: Toronto, ON	Posted Date: May 14, 2024
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Overview:

Buduchnist Credit Union, carrying on business as BCU Financial, is looking for an individual with strong problem solving and customer services skills to join our team as a Financial Services Officer. This position of FSO is responsible for developing member relationships by addressing/attending to both their deposit, lending, and investment needs. Additionally, this position is responsible for actively promoting and selling of deposit, credit, and investment products, the Credit Union's services, and facilitating referrals to BCU Wealth Management and BCU Insurance. This position reports to the Branch Manager.

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 personal and business 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 and service offerings including current accounts, term deposits, registered plans, safety deposit boxes, BCU link (online banking), member cards, merchant services and credit cards.
- Maintains regular contact with members to promote business retention.
- 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 Doxim Customer Relationship Manager and the Ovation banking system to maintain member contact information, profiles, and documentation.
- Effectively uses Doxim Loan Origination System to process loan applications.
- Engages in Teller/MSR duties as required to meet the service delivery needs of the branch.
- 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 and business units.
- 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 be 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.