

Title: Mobile Wallets Analyst
Department: Managed Services & Network Compliance
Location: Toronto
Status: Contract (6 month)
Salary: \$60,000 - \$70,000 annualized

Canadian Credit Union Association (CCUA) is the national trade association for the Canadian credit union industry. Canada's credit unions are vital competitors in the financial services industry. CCUA, as the national voice and national forum for Canada's credit unions, actively leads and participates in initiatives to build successful, competitive, and growing credit unions in Canada.

Reporting to and under the direction of the Program Manager, Mobile Wallets, this position's primary focus will be operationalizing new mobile wallet offerings for Canada's credit unions. This will include developing and implementing repeatable processes and documentation for new solution offerings, meeting with credit unions and vendors, and supporting reporting and information requirements.

This is a six-month contract position with opportunity for extension up to twelve months.

Key Responsibilities:

- Develop credit union mobile wallet onboarding and operational documentation for new wallet offerings
- Integrate partner and provider information and documents with internally developed program documentation to establish resource centres for new wallet offerings
- Organize and participate in documentation reviews to ensure documentation and resources for the program and solutions offerings are current
- Organize and participate in meetings to support the program with credit unions, group processors, partners, user groups and vendors, taking minutes when required
- Work to ensure all legal agreements are in place to enable participation in the mobile wallet program and specific wallet offerings
- Develop credit union mobile wallet training programs using existing training programs for wallets in market as a guide
- Escalation of concerns to the Program Manager and/or Director, Payments as necessary

Qualifications, Skills and Experience:

- University degree, ideally in business administration



- Detail-oriented, analytical thinker with ability to understand business requirements and translate that into processes and documentation
- Demonstrated ability to work within precise deadlines and in short time frames, coordinating with distributed project teams
- Proven ability to work and communicate with both technical and business professionals
- Strong written and verbal communication skills to effectively correspond with various resources and stakeholders
- Strong organizational skills
- Ability to work independently based on known deliverables and timelines
- Must demonstrate tact, discretion, and sensitivity with confidential material
- Open and adaptable to change
- Experience working within the credit union system and/or in the financial services industry or an association
- Proficient in the MS Office Suite of products, especially Excel
- Experience with project management software, preferred

To apply, please send your resume and cover letter quoting in the subject line “Mobile Wallets Analyst” to mycareer@ccua.com

Canadian Credit Union Association is committed to employment equity and encourages applications from qualified candidates. Recruitment related accommodations for organizational positions will be provided upon request.

We thank all applicants in advance; however only those selected for an interview will be contacted.

