

Region Head (VP), Member Experience, National Capital Region

Alterna Savings & Credit Union Ltd.

Location: Ottawa, ON.

One of the largest cooperative financial institutions in the country, the Alterna Financial Group (Alterna) is made up of Alterna Savings & Credit Union Ltd. and its wholly owned subsidiary, Alterna Bank. Together, Alterna has delivered excellence in banking for over 110 years. With \$8 billion in assets under management, Alterna provides exceptional service to its 166,000 members across Ontario and digitally to customers across Canada. Alterna employs over 600 staff across its 35 locations and two corporate offices, and is proud to be recognized as a Platinum Level Aon Best Employer in Canada for 2019.

Alterna is currently seeking a **Region Head (VP), Member Experience, National Capital Region.**

Reporting to the Senior Vice President, SME and Member Experience, NCR, the Region Head oversees branch distribution for 14 branches of which ten are spread across the National Capital Region, with others located in Peterborough, Kingston, Pembroke and North Bay. The Region Head also provides strategic and operational leadership in the development and execution of business plans that link excellence in member experience and branch growth. The Region Head leads a talented team of Branch Managers (11 direct reports in total) who together with their branch team provide financial advice and specialized expertise in personal, business and wealth management products and services.

As an ideal candidate, you combine an undergraduate degree in Business Administration, Management, Commerce, Economics, or a related field with progressive leadership experience in sales management and/or service delivery in the financial services industry. A proven change leader with an agile mind-set, you are an outstanding communicator and relationship manager, skilled at balancing innovation and risk. Peers value your forward thinking, creativity and solutions orientation, as well as your sound judgment and decision making which is predicated on strong analytical skills and a natural desire to challenge the status quo. You are energetic, dynamic, and possess a high community and member-centricity combined with sound knowledge of financial services best practices. An inclusive and collaborative team leader with a passion for coaching and mentorship, you prefer to be visible, engaging and can steward a progressive team culture focused on the pursuit of quality and member service excellence.

To apply for this position, please submit your application and related materials to cmorrison@boyden.com and **state the title of the position in the subject line of your e-mail.**

We thank all applicants for their interest, however only those under consideration for the role will be contacted.