

## Support Operations Leader

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Position:	Support Operations Leader (14 Month Contract)
Reports to:	CFO
Location:	Oshawa & Bowmanville

### Position Summary

Reporting to the CFO, the Support Operations Leader leads the Financial Support Assistants (FSA) department as well as continuous improvement. As a member of the leadership team, this position provides leadership and support across the organization.

### Position Responsibilities

1. Working with the CFO in the development and achievement of the Credit Union's strategic operational plans and projects
  - a. Business analysis of projects and performance
  - b. Supporting member centricity strategy
2. Leadership of the FSA department
  - a. Output of team members - Planning and coordinating administrative procedures and systems
  - b. Leading and managing the effectiveness of team
  - c. Leading the team in the accomplishment of goals
  - d. Building a team of continuously improving team members through training, coaching and performance management and reviews
3. Practicing continuous improvement
  - a. Devising ways to streamline processes, reduce waste while mitigating risk
  - b. Recommends and/or initiates changes to procedures in the branches to improve performance
4. Internal Audit
  - a. Periodic testing of new membership accounts, mortgage files and deposit files to determine compliance with internal policies and procedures
5. Backup Privacy Officer as needed
6. Community engagement and promoting Pathwise in the community by participating and being involved in community activities or events while demonstrating the Company values.
7. Other duties as required

### Position Qualifications

#### Education & Experience

- Post-secondary education in Business Administration related field or equivalent work experience.



- A minimum of five (3) years of Administration experience, preferably in a credit union environment.
- Intermediate knowledge of MS Excel, Word, PowerPoint

### Knowledge, Skills & Capabilities

- Banking and/or credit union experience an asset for understanding of operations.
- Strong knowledge of accounting, data and administrative management practices and procedures.
- Experience in leading and managing teams.
- Excellent oral and written skills.
- Attention to detail and high level of accuracy.
- Strong analytical thinking to collect and analyze information, problem solve and make decisions. Including deductive reasoning and critical thinking.

### Applications

Candidates should submit their application, cover letter and resume to:

Attn: People & Culture  
Subject: Support Operations Leader Application  
E-mail: [careers@pathwise.ca](mailto:careers@pathwise.ca)

### Accommodation

In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance by contacting us at [Careers@pathwise.ca](mailto:Careers@pathwise.ca), subject line "accommodation".