



## Job Advertisement

### Saskatoon City Employees Credit Union

#### Join Our Leadership Team: Manager of Member Experience

#### **Lead with Purpose in the Heart of Saskatoon.**

At Saskatoon City Employees Credit Union, we believe that exceptional member experience is at the heart of sustainable growth. It is not just about transactions; it is about building trust, understanding life's financial journey, and supporting the prosperity of the people who have served our city, those who continue to serve it, and their families.

We are seeking a strategic and member-focused **Manager of Member Experience** to lead our deposit services, branch administration, and marketing efforts. This is a pivotal leadership role where you will architect the systems, coach the team, and shape the strategies that directly define our member experience.

You will be the driving force behind a service culture that sets us apart, ensuring our operations and growth are always aligned with the needs of our community.

#### **The Opportunity:**

In this role, you will directly influence our success and member satisfaction. You will:

- **Champion Member Relationships:** Lead the growth and management of our deposit portfolio by developing proactive strategies that deepen member trust and meet their evolving financial needs.
- **Build Operational Excellence:** Oversee branch administration, compliance, and risk management, creating seamless and secure processes that empower both staff and members.
- **Inspire a High-Performing Team:** Coach, mentor, and develop our staff to shift from transactional service to trusted advisory, fostering a culture of continuous learning and accountability.
- **Drive Community Connection:** Develop and execute marketing and business development plans that resonate authentically within our unique membership base, strengthening our role as a local financial partner.



- **Shape Strategy:** As a key member of the leadership team, you will contribute to organizational plans that balance sound business practice with genuine community commitment.

### **Who You Are:**

You are a seasoned financial services leader who thinks strategically, acts with integrity, and demonstrates agility in a changing environment. You're known for your ability to build strong teams and your unwavering focus on the member experience.

### **Your Background Includes:**

- A post-secondary degree in Finance, Business Administration, or a related field.
- **7-10 years of progressive experience within a credit union or financial institution,** with at least **5 years in a formal leadership or management role** overseeing staff and operations.
- Deep, practical knowledge of deposit products, branch administration, and the regulatory landscape.
- A proven track record of coaching, developing, and inspiring a team to achieve outstanding results.
- Outstanding communication skills and a natural ability to collaborate and build relationships.
- Agility and comfort with change, new technology, and continuous improvement.

### **Why Choose Saskatoon City Employees Credit Union?**

- **Lead with Purpose:** See the direct impact of your work on the financial well-being of the people who serve our city and their families.
- **Make a Meaningful Cooperative Impact:** Be part of a cooperative financial institution with a focused member community, where you can respond with agility and design services that truly meet the needs of the people who serve or have served our city and their families.
- **Live Where You Work:** Enjoy the unique advantages of life in our vibrant city, its strong sense of community, access to arts and nature, and family-friendly lifestyle.



- **A Respected Leadership Role:** You will have a genuine voice at the table, contributing to the strategic direction of a stable, values-based organization.
- **Competitive Compensation & Benefits:** We offer a comprehensive total rewards package that recognizes your experience and contribution, along with a commitment to your ongoing development.

## **Ready to Build Trust and Drive Growth?**

If you are a strategic leader who believes finance is fundamentally about people and community, we want to hear from you.

**Please submit your resume and a cover letter describing how your leadership experience supports our mission of exceptional member and community service. Applications can be directed to Scott Roesch, General Manager, at [sroesch@scecu.com](mailto:sroesch@scecu.com).**

## **Application Deadline: February 18, 2026**

*Saskatoon City Employees Credit Union (SCECU) is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. By submitting your application, you consent to SCECU collecting and using your personal information for the purpose of candidate selection for this role.*

*We thank all applicants for their interest; only those selected for an interview will be contacted.*