

## Business Account Manager

Closing date: until filled

### Service Center Overview

Business Services builds rewarding relationships with neighbourhood/community business leaders and members to provide comprehensive financial services to address and exceed the business needs of members and prospects. A dedicated, comprehensive approach provides financial and industry expertise, creative ideas and solutions to enhance member value. Business Solutions provides comprehensive financial services to deal with every member's business requirements.

### Summary

The primary purpose of this position is to assist North Peace Savings & Credit Union in living out our corporate Mission, **"Helping our members succeed in life."** and our Service Mission, **"To build rewarding relationships through a superior service experience."**, by delivering outstanding service to both internal and external members. A key element of excellent service is to identify the full financial needs of each member.

Reporting to the Chief Credit Officer, the Business Account Manager is accountable for the overall management of an assigned portfolio of business credit accounts that exhibit a high degree of complexity and value to NPSCU. The focus of the position will be on maintaining and strengthening existing member relationships and building new member relationships while ensuring all financial needs of the member are satisfied within the risk appetite of the credit union. The ability to meet financial objectives related to the profitable and sound growth and retention of assigned portfolio is critical to success. Proactively develop long-term relationships with members, service partners and local markets to optimize business opportunities and referrals enhances value. In all activities, ensures prudent risk management is followed to protect NPSCU. Provide sound financial advice and the ability to effect 'win-win' situations to assist members in attaining their financial aspirations.

### Key Responsibilities

- Deliver service to both internal and external members that are in alignment with the credit union's Service Promises.
  - I promise to be respectful in every interaction.
  - I promise to do it right the first time.
  - I promise to deliver more than expected.
  - I promise to keep it simple and easy.
  - I promise to provide innovative solutions.
  - I promise to create a positive and memorable experience.
  - I promise to significantly improve your financial life.
- Meet and exceed all Success Metrics established.
- Meets all established service goals as measured by the department.

### Credit Underwriting

- Completes Credit Annual Reviews, identifying and communicating risk and opportunities to the Chief Credit Officer.

- Objectively underwrites credit requests, utilizing prudent business lending standards and knowledge.
- Structure, negotiate and document complex credit arrangements with segment members and prospects.
- Reviews construction contracts, appraisals, property condition reports, environmental reports, leases, rent rolls, operating statements, borrower organizational documents, tenant and borrower financial statements, insurance policies, business plans and projections, and other information to assess risks associated with collateral position and structure loans appropriately based on conclusions and findings to determine strengths and weaknesses of loan requests.
- Prepares and analyses farm plans for new and renewing Agricultural credits.
- Evaluates collateral adequacy, industry risk, purpose and viability of business.
- Assists in structuring loans to mitigate risks.
- Ensures that the risk rating accurately reflect the risk profile of the borrower and identifies measures to mitigate risk.
- Completes financial and repayment analysis with a focus on cash flow, liquidity, and leverage analysis and determines if repayment ability is demonstrated.
- Thoroughly documents the credit request in the appropriate format.
- Prepare written summary of loan terms and conditions and a written narrative explaining business background, outlining risk factors and justifying assigned risk rating, ensuring conformity with credit policy and procedures.
- Apply appropriate structure and pricing in light of borrower type, industry, collateral, and risk and documenting any deviations from the prescribed structure.
- Finalize loan terms and follow up on information required to decision the application.
- Ensures effective communication between Chief Credit Officer, Senior Manager, Credit, other Business Account Managers, Credit Support Specialists and other departments involved in the loan process.
- Ensure that members' day-to-day financial and banking needs are being met at the highest level; partners and refers member to personal solutions, Financial Planning, and other colleagues that can assist member by recommending changes to their portfolio of products and services.
- Must be able to thoroughly and independently analyze complex credit situations and make sound credit recommendations/decisions.
- Responsible for the timely completion of annual reviews as assigned.
- Comply with all policies, procedures, and laws and regulations including Privacy Act, Anti-Money Laundering.

### **Sales and Service Management**

- Fully understand the goals, objectives and status of the member's business analyzing needs, cross-selling products and services to meet those needs utilizing and referring internal and external experts as needed.
- Identifies and initiate contact with members, partners, community leaders, centers of influence and prospects to strengthen, protect and grow the business book.
- Foster collaborative teamwork and effective partnerships across teams to maintain a highly effective sales and service environment. This symbiotic relationship is paramount with the Business Development Manager. Supporting each other by requesting and sharing member information in a timely manner to meet member needs and create the appropriate member experience.
- Maintain an ongoing effective follow up of unsuccessful referrals/prospects

- Focus on the highest quality member service, ensuring alignment with overall North Peace Savings and Credit Union and business goals and objectives
- Demonstrate a commitment to continuous learning and development by actively participating in learning initiatives, maintaining awareness of changing economic/marketplace influences, industry trends/data, and sharing knowledge and learning
- Onsite member visitation for all annual review, and new relationships

#### **Risk Management and Internal Control**

- Continuously update knowledge on new products that may be of value to members
- Analyze member, industry, financial and market data on credit related issues in understanding the appropriate structure and credit risk of potential and current borrowers.
- Ensures credits are in compliance with governing loan documents, established credit policy as well as commercial and regulatory guidelines.
- Negotiate all terms of credit and appropriately assess risk in the relationship and recommends pricing accordingly.
- Demonstrate a strong working knowledge and excellent analytical skills in the areas of balance sheets, cash flow mechanics, business plans, and projections presented by members.
- After appropriate due diligence, and recommend credit renewal/amendment/new business applications, submitting those exceeding individual lending limits to the appropriate lending authority
- Minimize loan risks through diligent, timely and proactive financial reviews and awareness of changing economic/marketplace influences and applicable industry trends/data
- Proactively manage high-risk loans, developing risk issues and changing credit needs to restructure credits, remediate risks and minimize loss
- Ensures all documentation is completed in an accurate and timely manner and is in compliance with all corporate policies, procedures and legislative requirements, including security, account operating documentation and written narrative business background

#### **Teamwork and Organizational Contribution**

- Works collaboratively with peers and colleagues throughout the delivery system by sharing best practices and learning's, where appropriate
- Takes an active role to lead, coach, guide, mentor and train peers.
- Participate and be involved in community activities or events, promoting North Peace Savings and Credit Union and demonstrating the company values

#### **Expected Outcomes of the Role – Key Performance Indicators (KPI's)**

##### **Risk Management**

- NPSCU's risk policies (i.e. Investment & Lending Policy, Anti Money Laundering, etc.) and procedures (e.g. sign off, levels of authority) are understood and conformed to
- All operational aspects (e.g. documentation and any conditions precedent) in respect of new loans or any changes to an existing business credits are in place prior to drawdown or subsequent advance.
- Crisis/urgent situations are understood, recognized and acted on in an appropriate manner in order to limit risk.

- Deteriorating or deficient situations are identified and reported early to minimize potential losses and protect the assets of NPSCU
- The Risk Appetite Statement for NPSCU is understood, followed and complied with.

#### **Reviews**

- All reviews are completed in a timely matter in accordance with the procedures of the Credit Union.
- Reviews are to be completed in an objective manner to identify opportunities; and reestablish risk profile, re-pricing opportunities and mitigating actions necessary.
- Reviews are not aged more than 4 months; Business Account Managers are engaging the assistance and support of the supervisor when encountering difficulty in obtaining the information necessary to perform the review.

#### **Out of Order**

- Accounts reported on the out of order specific to your portfolio are managed and updated regularly in accordance with the procedures of NPSCU
- Out of Order items are not aged more than 4 months; Business Account Managers are engaging the assistance and support of the supervisor when encountering difficulty in addressing these issues in a timely fashion.

#### **Relationship Building**

- Credible relationships are developed and maintained with members at appropriate levels through reliable, proactive service delivery and the skillful application of specialist knowledge.
- All contact between NPSCU and the member is coordinated by the Business Account Manager.
- Members are kept up to date with related changes influencing them (e.g. rate moves).
- Requests initiated by the member are acted upon promptly.
- Referrals to other departments of the Credit Union are made that will benefit the member.

#### **Service Delivery**

- Members are utilizing all appropriate transactional products to their benefit and that these are grouped/structured to maximize efficiency, value add and cost-benefit ratio.
- Opportunities are spotted and member relationships are enhanced through effective sale and/or referral of products and services to meet their needs. (i.e. creditor insurance, wealth management services, personal solutions, cash management solutions)
- Up-to-date knowledge of credit union lending and deposit products and services and relevant policies and legislation is maintained by regularly reviewing literature and attending update meetings.

#### **Delinquency**

- The portfolio is managed and delinquency is identified early and dealt with in accordance with the procedures of NPSCU

#### ***Decision Making and Freedom to Act***

Works under broad managerial direction with little functional guidance, work is highly complex and involved; makes significant functional or operational decisions which require broad conceptual judgment and which may affect future policy

**Contacts and Working Relationships:**

- Chief Credit Officer
- Senior Manager, Credit
- Business Development Manager
- Members and potential Members
- Member Service and Branch Operations
- Other Business Account Managers
- Other Credit Unions, banks and trust companies
- Lawyers, accountants and business advisors
- FICOM inspectors and external auditors
- Central 1
- Credit Underwriters
- Credit Adjudicators

**Education & Experience**

- Minimum 3-4 years progressive experience in sales/service and managing a diverse portfolio in a business banking environment
- Post secondary education in accounting, finance, commerce, business administration, or equivalent work experience
- Exceptional demonstrated ability to analyze financial statements and understand aspects of lending such as project financing, market/industry analysis, and cash management, etc.
- Strong and thorough knowledge of the business banking marketplace and the assigned market area's key industries and competitive positioning within the assigned market areas
- A strong understanding of equipment financing as well as a clear and thorough understanding of the agricultural industry is preferred.

**Required Knowledge Skills & Abilities**

- Sales management skills
- Sales and service skills
  
- Accounting, budgeting and financial management skills
- Extensive knowledge of North Peace Saving Credit Union products, policies and procedures
- Deep industry knowledge for these segments within assigned portfolio
- Market research and analysis
- Business credit granting and administration
- Strong credit and interviewing techniques, credit investigation underwriting skills will be considered an asset
- Good analytical, relationship, interpersonal, communication, presentation and team skills
- Good business acumen coupled with a demonstrated ability to initiate action to achieve results and meet deadlines while respecting fundamental corporate values
- Ability to work independently with confidence and strong commitment to member service
- Ability to interact at any level within the organization and in a business development capacity within the community

- Computer literate in a windows environment
- Ability to work in normal business environment as well as flexible to work evenings and/or attend community events
- Travel may be required to meet member need's

These role description duties may be added, removed or changed from time to time.

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*North Peace Savings thanks all applicants for their interest; however,  
only those selected for an interview will be contacted.*