

STRATEGIC LEADERSHIP OPPORTUNITY

Chief Commercial Officer



St. John's Credit Union Ltd. is excited to announce the launch of our new Strategic Plan as **we build a strong social and financially sustainable future for our members.**

To drive our Strategic Plan, enhance our services and advance growth through visionary leadership, we are seeking a dynamic, forward-thinking and highly motivated professional to join our management team **as Chief Commercial Officer (CCO).**

The CCO is responsible for driving the loan and revenue-generating activities while ensuring the delivery of exceptional member services. As a key member of the Senior Management team, the CCO plays a vital role in the creation, development, and execution of strategic plans, initiatives and policies, ensuring alignment with the credit union's value proposition and commitment to service excellence. This position involves overseeing critical elements of SJCU's strategy to enhance financial performance and member services, including the effective implementation of strategic initiatives, and fostering a culture of excellence through the organization. The CCO will work closely with the executive team to improve the member experience, advance product development and delivery, optimize operational efficiency, and support the credit union's mission, vision, values and strategic objectives.

Qualifications and Competencies:

- Master's degree in Business Administration, Finance, or a related field with a minimum of 5 years of experience, preferably within the financial services or credit union sector; alternately Bachelor's degree with at least 8 years' experience in the sector. Candidates should have at least 3 years of experience in a senior management role.
- Strong professional background in leadership roles, with focus on implementing strategic plans.
- Proven experience in leading and facilitating discussions on revenue generation, risk management and compliance.
- Exceptional organizational and leadership skills, with ability to identify and nurture emerging talent.
- Excellent communication skills, particularly the ability to communicate as a leader.
- In-depth knowledge of loan and credit management, along with expertise in financial analysis.
- Strong understanding of credit union or banking operations, regulations, and industry trends.
- Excellent marketing, managerial and financial skills.
- Committed to developing and fostering a strong, stable workforce.
- Proficient in reporting, business analysis and resolving complex problems.

Duties and Responsibilities:

- Develop and execute strategies for Marketing, Loans, Member Relations, and Public Relations.
- Monitor business performance, manage costs and drive the execution of business strategies.
- Develop and promote lending products and the cross-selling of lending products via all delivery channels.
- Collaborate with the Senior Management Team and Board/Committees to establish financial metrics and optimize the product/services portfolio.
- Work closely with the Senior Management Team to ensure effective monitoring, reporting and management of the Credit Union.
- Provide leadership, mentorship and motivation to the team to ensure a high level of staff engagement and performance.
- Lead the development of improved member services and increased community awareness through targeted programs and brand recognition initiatives for SJCU.
- Develop and drive membership retention and attract new members.
- Strengthen and improve existing relationships and recruitment initiatives while ensuring a high level of member satisfaction.
- Collaborate across departments to align commercial objectives with broader organizational goals.
- Foster cross-functional teamwork and communication to drive success.
- Participate in and promote community service activities.
- Ensure compliance with legal and regulatory requirements and internal policies.
- Perform other related duties as necessary to support the organization's mission.

Submit application letter, CV, and three (3) professional references
with subject "Application for CCO Vacancy" by Tuesday, January 21, 2025
to: recruitment@sjcu.com.bz

Visit www.sjcu.com.bz/recruitment for details.