



POSITION DESCRIPTION

Title: COMMERCIAL ACCOUNT MANAGER
Reports to: President & CEO
Wage Job Band: 14
Date reviewed: February 2021
Date revised: February 2021

BASIC PURPOSE:

The Commercial Account Manager (CAM) is an integral part of the commercial lending team and provides management over a diversified portfolio of commercial member accounts and relationships. The CAM is expected to possess requisite expertise for all types of commercial lending activities.

The credit union has carved out a niche in commercial lending by providing exceptional turnaround times and responsiveness. This CAM position is expected to both contribute to and support growth and service excellence.

MAJOR RESPONSIBILITIES:

1. Maintain and grow an assigned portfolio of commercial member relationships and loans by;
 - a) Analyzing member needs, evaluating loan applications and ensuring that appropriate documentation is prepared and processed;
 - b) Exhibiting strong business acumen with the ability to build a comprehensive financial package structured to meet the member's needs.
 - c) analyzing commercial financial statements, operating cycles of businesses, fluctuating profit levels, factors affecting cash flow, business plans, economic conditions and other commercial variables affecting loan viability;
 - d) negotiating loan terms and interest rates relative to risk;
 - e) granting commercial mortgages, operating lines of credit, overdrafts and business loans within the guidelines of the Investment and Lending Policy; presenting loans over lending limits to the President & CEO, Management Committee and/or Board Committees;
 - f) monitoring commercial loans on an ongoing basis by conducting annual reviews.
 - g) Evaluating risk in commercial loan portfolio and assigning risk ratings to all files;
 - h) Conduct business development, networking and relationship building with members.

2. Initiate actions to improve growth and development of commercial loan portfolio by cross selling credit union products and services and pursuing new business by establishing and maintaining liaison with business contacts.
3. Maintains shared responsibility with the CEO for collection of delinquent accounts including legal action by analyzing loan status and initiating action to mitigate loss.
4. Monitors all commercial lending activities to ensure adherence to established policies and procedures and to ensure the application of checks and balances including audit trails; regularly reviews the performance of the commercial lending portfolio by analyzing member needs, trends and competitors' offerings.

QUALIFICATIONS:

EDUCATION and EXPERIENCE

- Secondary school diploma
- Minimum one year post-secondary formal education
- Minimum seven (7) years' experience lending, primarily in commercial lending
- Business Administration Diploma in Accounting and continued professional development toward Accounting Designation.
- Maintain proficiency with developing systems, applications and productivity programs.

OR EQUIVALENT EDUCATION and/or WORK EXPERIENCE

POSITION COMPETENCIES

- Advanced knowledge of Credit Union Commercial lending products and services
- Working knowledge of our basic products and services
- Working knowledge of the sales cycle process.
- Working knowledge of personal computer-based literacy skills, including keyboarding, Windows operating system, internet access and e-mail
- Working knowledge of productivity programs, especially Word and Excel
- Ability to establish, build and maintain ongoing member relationships through the application of relationship management skills
- Ability to communicate well in a service environment, both verbally and in writing
- Strong time management and organizational skills.
- Understanding and confident ability to deal with lending and deposit products, policies and procedures.

“We enrich lives.”

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Summerland Credit Union Leadership VALUES;

- **EXCEPTIONAL SERVICE / RELATIONSHIPS / INTEGRITY:** Provides an outstanding level of service to create lifelong members which result in enthusiastic referral sources who value the relationships and experiences they receive. We believe in collaborative, mutually beneficial relationships that are built with respect; whether with our employees, members or business partners, relationships are of the utmost importance. Our character is rooted in the principles of honesty, accountability and “doing the right thing” for our members. It’s what has guided us to now and will continue to drive us into the future.
- **INITIATIVE / INNOVATION:** Identifies what needs to be done and takes action to achieve standards of excellence beyond job expectation; is a self-starter; contributes new ideas; looks for ways to add value to our company; recognizes and acts upon opportunities; focuses on achieving results. We embrace the entrepreneurial spirit that allows us to make bold decisions. Never satisfied with the status quo, we are in pursuit of innovative ways to enhance services for our members and further our prominence in the industry.
- **CO-OPERATIVE IDENTITY:** We are a co-operative financial institution and as such subscribes to the co-operative identity, values and principles adopted around the globe.
- **COACHING / PEOPLE:** Provides timely guidance and feedback to help colleagues and peers strengthen knowledge and skills in order to provide exceptional service to members; Provides instruction, positive models, and opportunities in order to help others develop skills; establishes good interpersonal relationships by helping people feel valued, appreciated and included. We believe in a diverse, inclusive environment where new ideas are welcomed and personal development, through continuing education, is encouraged.
- **COMMUNITY:** Acts as a leader within the community and participates in various community events; looks for ways to support the community and serve both our members and other Credit Union members visiting our community. Community is at the centre of everything we do. We are committed to supporting and investing in the people and ideas which will foster the growth of our community for years to come.
- **COMMUNICATION and INTERPERSONAL SKILLS:** Communicates effectively and respectfully at all times by actively listening and sharing relevant information; applies strong negotiating and team building skills that result in effective working relationships.