

Position Profile

Commercial Account Manager III

Reports to:	Vice-president, Commercial
Salary Pay Band:	11 (2024 – min. \$69,341 to max. \$92,455 annually)
Last Revised:	January 2024
Last Reviewed:	December 2023

Basic Purpose

“We enrich lives.” The Commercial Account Manager III (CAMIII) is responsible for analyzing commercial financial statements, evaluating securities, negotiating loan terms, rates, granting commercial mortgages and loans within approved lending limits, presenting loan applications to the CEO or committees, monitors commercial loans, and performs annual reviews on an ongoing basis; initiates action to improve growth and development of the commercial loan portfolio; pursues new business; ensures adherence to established policies, procedures, and initiates delinquency action to mitigate loss. This position also performs a variety of duties associated with promoting, selling and cross selling all products and services; opens accounts, and provides ongoing service and advice to members, all while developing and maintaining strong member relationships. Expectations are that every employee will demonstrate our values of integrity, community, relationships, innovation, personal development and co-operative identity through their work and interactions with employees, members, and the community.

Position Overview

The Commercial Account Manager III (CAMIII) plays an integral role on the Summerland Credit Union (SCU) commercial lending team and provides management over a diversified portfolio of commercial member accounts and relationships. Incumbents for this position will have a positive and adaptable approach with strong relationship building and leadership skills that leads to successful and effective relationships both within the organization and externally with members. The CAM II is expected to possess requisite expertise for all types of commercial lending activities, as well as knowledge of products and services, legislation, regulations, current policies, and procedures.

The credit union has carved out a niche in commercial lending by providing exceptional turnaround times and responsiveness. This position is expected to contribute to and support growth and service excellence, as well as contribute to the SCU brand in the region as a well-respected leader of financial solutions.

Key Responsibilities

Portfolio Management & Growth

Creating value; growing member relationships; learning and development

- Exhibit strong business acumen with the ability to build a comprehensive financial package structured to meet the member's needs,
- Manage and grow a credit portfolio, within set limits and an acceptable level of risk, by completing credit reviews, authorizing, renewing, or declining member requests,
- Ability to analyze member's business needs, including evaluating loan applications and ensuring profitability and acceptable risk of the relationship, while providing appropriate documentation preparation and processing, as well as 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,
- Evaluate security, calculate loan to value of security position and ensure documentation relative to risk, legislation, and regulations is compliant,
- Conduct credit investigations, security inspections and searches as required,
- Understand complex financial needs of members and provide global solutions,
- Grant commercial mortgages, operating lines of credit, overdrafts, and business loans within the guidelines of commercial lending procedures and the Investment and Lending Policy; presenting loans over lending limits to the President & CEO, Management Committee and/or Board Committees,
- Identify any deteriorating and/or unsatisfactory trends and monitor delinquent accounts, analyze status, and initiate action to collect delinquent loans, while evaluating risk in commercial loan portfolio and assigning risk ratings to all files,
- Ability to build both internal and external networks to encourage referrals, share best practices, and enhance product knowledge as well as capitalize on business opportunities,
- Proactively contact members annually in conjunction with their periodic reviews to identify present and future needs for additional opportunities,
- Keep apprised of changing rules and regulations pertaining to relevant requirements, as well as keeping a current knowledge of all SCU lending, and deposit products and services.

Member & Community Experience

Building member loyalty; staying informed; building community connections

- Understand and demonstrate commitment to our enterprise-wide Vision, Mission and Values,
- Build member loyalty and trust by exercising sound judgement and thoughtful consideration in delivering exceptional member experience,
- Deliver exceptional member experiences for both new and existing members
- Enhance own profile and professional image in the community by participating in community events, associations and/or partnerships, and act as a SCU representative at certain events.

Employee Experience

Engagement; teamwork; leadership; learning; commitment; accountability

- Maintain and expand technical knowledge of financial products, systems, and services,
- Promote teamwork and cooperation, and participate in team meetings,
- Support staff and encourage collaboration to accomplish common goals,
- Recommend team improvements/ opportunities which include changes to lending guideline, processes, industry opportunities and risk improvements,
- Special projects as assigned,
- Opportunity to work remotely,
- Recognize and celebrate team successes; encourage teamwork and collaboration.

Risk Management

Member confidence; risk/loss mitigation

- Ensure all documentation pertaining to investments and accounts is prepared and/or executed in accordance with established policies, procedures, and relevant legislation,
- Demonstrate a high level of risk management knowledge and ensure adherence to all legislative and regulatory requirements,
- Maintain up to date and complete Client files with documentation in hardcopy and/or electronic form as required,
- Electronic files are maintained utilizing approved contact management software, approved Client relationship management software and any other required and approved software,
- Display confidence and exercise sound judgement in decision making,
- Take necessary action on issues or concerns arising from internal / external reviews and audits.

Skills & Attributes

- Passion for delivering exceptional member/client service and dedicated to building strong relationships and connections in the community,
- Committed to professional growth and development. Responsible for ensuring skills and knowledge are up to date to meet industry and position requirements,
- Instill confidence and trust of others through thoughtful, clear, and open communication,
- Possess strong accounting principles knowledge / financial analysis skills to better assess and understand the needs of the member; including budget design and control, asset liability management, risk analysis, bookkeeping, accounts payable and receivable, loan structuring, liquidity management and financial reporting,
- Demonstrate strong interpersonal skills and the ability to communicate effectively both verbally and in writing,
- Ability to quickly adapt to changing priorities and a willingness to tackle new challenges,
- Displays strong awareness of policies, procedures and practices as they relate to a commercial lending environment to ensure requirements are met and improved as identified,
- Demonstrates strong attention to detail and accuracy in completing work and providing information,
- Take a proactive and respectful approach in addressing problems, issues or conflict with a positive view to reaching new and better solutions,
- Commitment to lifelong learning,
- Organizes work and assignment of tasks to maximize efficiency, clearly communicates expectations, roles, and responsibilities,
- Demonstrates a good knowledge of computer skills, including MS Windows and Office program environments, as well as the banking system,
- Advanced knowledge of Credit Union Commercial lending products and services,
- Understanding and confidence to deal with lending, deposit, and insurance products.

Experience & Education

- Extensive tenured commercial lending experience
- Secondary school diploma
- Minimum one-year post-secondary formal education, or equivalent
- Business Administration Diploma in Accounting; completion of relevant CUIIC courses
- Maintain proficiency with developing systems, applications and productivity programs
- Combined experience and post-secondary education in the areas that are directly related to industry will be considered.

Summerland Credit Union Leadership VALUES

- **EXCEPTIONAL SERVICE / RELATIONSHIPS / INTEGRITY:** Provides an outstanding level of service to create lifelong members which results 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 subscribe 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.