



VantageOne
CREDIT UNION

Career
Opportunity

Company Overview:

At VantageOne, we are neighbors helping neighbors. We have been helping our neighbors since 1944 when our first branch was opened in the North Okanagan. We are driven by a strong set of values that guide our actions and define our commitment to our members, clients, and employees. We are *Action Driven* to explore ways to innovate and simplify our member and client experiences, we take *Ownership and are Accountable* for our actions and we are always striving to *Be the Best*.

In addition, we are dedicated to promoting Diversity, Equity, Inclusion, and Reconciliation (DEIR) in all aspects of our organization. Our mission is clear: we provide our communities with access to member-focused advice, high-quality financial services, and help our communities grow.

Position Overview:

As a **Part-Time Administrative Assistant** in our Wealth Management Subsidiary, you will play a vital role in supporting our team of dedicated wealth management professionals. This part-time position will be scheduled for various shifts as operationally required within the hours of 8:30 AM and 5:00 PM, Monday through Friday, and will require the flexibility of full-time coverage during staff vacations and other relief situations.

Key Responsibilities:

- Provide administrative support to wealth management professionals, including handling client communications, scheduling appointments, and managing documents.
- Assist with the preparation and organization of client meetings and presentations.
- Maintain accurate and up-to-date client records and databases.
- Collaborate with team members to ensure efficient workflow and exceptional client service.

Qualifications:

- Excellent organizational and time-management skills.
- Strong attention to detail and accuracy.
- Effective communication and interpersonal skills.
- Proficiency in Microsoft Office Suite.
- Previous administrative or customer service experience is a plus.
- Passion for the values of Member Client Obsession, Action-Driven Innovation and Simplification, Ownership and Accountability, and the drive to Be the Best.
- A commitment to Diversity, Equity, Inclusion, and Reconciliation principles and practices.

Why Join VantageOne?

- Be a part of a team that is passionately committed to delivering exceptional client service.
- Opportunity for growth and career development within the company.
- Engage in a collaborative, dynamic, and inclusive work environment.
- Competitive compensation and benefits package. Hourly wage \$23.43 to \$30.29 per hour.
- Contribute to a workplace that values and prioritizes Diversity, Equity, Inclusion, and Reconciliation.

If you are ready to embrace our values, contribute to our mission of delivering high quality wealth management service to help our communities grow, and play a role in advancing DEIR principles, we encourage you to apply for the Part Time Administrative Assistant position. Join us in our journey to excel, innovate, simplify, and foster a diverse and inclusive work environment.

To apply, please submit your resume and cover letter to HR@vantageone.net. We welcome applications from all interested; however, only those selected for an interview will be contacted.



POSITION DESCRIPTION

POSITION TITLE:	Administrative Assistant – VOFC
BUSINESS:	VantageOne Credit Union
UNIT/DEPARTMENT:	VantageOne Financial Corporation
LOCATION:	Vernon, BC
REPORTS TO:	Operations Manager, Wealth Management

PURPOSE OF POSITION

To provide administrative support to Financial Advisors and assist in creating an exceptional client experience for all clients of VantageOne Financial Corporation.

ROLES AND RESPONSIBILITIES

Administrative Assistance to Financial Planners

- Greet clients in person and ensure they are made welcome with offers of beverages, seating and reading materials until their appointment.
- Greet clients by phone or electronic communications, resolving questions or issues independently or through referral when necessary. The client should always be made to feel they are our priority.
- Manage and organize advisor schedules to make sure calendars are full. Including review appointments, tasked meetings from CRM hotlists and referrals. Make sure rescheduling meetings takes place efficiently where necessary.
- Provide administrative support to financial advisors including detailed completion of preparatory paperwork required by planner, prepare new files with necessary documents in advance of interview. This may include form retrieval and completion from suppliers and Worldsource
- Process advisor paperwork accurately in a timely fashion for dispatch of transfer requests, uploading of documents to the Doc store in Worldsource and Doxim, create tasks from diary notes for future or follow up actions.
- Maintains robust client records in Maximizer CRM including daily product and task updates for clients, referrals, suppliers, accounts documenting product and prospects.
- Maintains accurate digital client files on Doxim in a timely fashion including uploading documents as they are processed or retrieval when required for reference.
- Reconcile trades, accounts follow up and account openings. Follow up to make sure they have settled as intended, accounts are opened, transactions and transfers completed.
- Arranges all mail and courier activities. Organize and distribute correspondence which arrives through postal mail, emails, faxes etc.
- Ability to manage interruptions and assess situations to determine the importance, urgency, and risks, and make clear decisions in the best interest of VantageOne.
- Ability to organize tasks and work independently when given overall goals and expectations.
- Respond to information requests from all business partners, including VantageOne Credit Union account managers and Worldsource Financial Management compliance.
- Availability to support occasional marketing events to represent VOF by assisting with client events, marketing and special event mail outs.

Other Duties as Assigned

EDUCATION & EXPERIENCE

Education:

- High School Diploma and 1- 3 years post-secondary education in business administration.

And

Job Related Experience:

- 1 - 3 Years in an administrative support position or office manager with a financial institution/credit union or financial planning office.

Or

- The equivalent combination of education and experience acceptable to VantageOne Financial Corp.

SKILLS AND KNOWLEDGE

1. Accounting

Familiarity with daily processes of processing transactions and general reconciliation. Preparation and reconciliation of financial summaries and statements. Ability to understand and explain client statements and follow up on transactions until successful completion.

2. Administrative Processes

Working knowledge of administrative processes, policies, procedures and practices as they relate to the administrative duties of an office. Also requires familiarity with Credit Union processes.

3. Communications

Working skill and knowledge of professional verbal and written communication skills required to liaise with clients, staff and suppliers effectively.

4. Core Products and Services

Familiarity of Credit Union products and services to facilitate enable identification of x-referrals to other VOFS services.

5. Specialized Products and Services

Familiarity of financial and insurance products and services to provide appropriate administrative support to the Financial Planners. Including a familiarity of wealth management products and services including RRIFs, self-directed RRSPs, RESPs, estate planning, insurance sales documentation and/or administration, financial planning and mutual funds and securities. Sufficient knowledge of the products and services to complete documentation or make a referral of direct inquiries.

6. Regulations/Legislation/Credit Union System

A working knowledge to ensure administrative compliance for stakeholders; FICOM, Insurance Council, Investment Dealer Association along with supplier marketing and trademark application to promotional materials. Administers licensing requirements for people and premises with appropriate governing bodies.

7. Insurance

A familiarity of specialized insurance products such as life and annuity to provide appropriate administrative support of sales documentation and/or the administration of documents for the Financial Planners.

8. Computer-Based Systems Operation

Working knowledge of online supplier software and sites, Microsoft Office, CRM, and financial wealth management software for the purpose of retrieving, updating and manipulating information on a computer including PC-based systems incorporating word processing, accounting, spreadsheet, database, and internet applications; electronic funds transfer.

9. Marketing

Familiarity with various aspects of marketing coordination, including initiatives in mass member communication, seminar organization, brochure updates, newsletter compilation, Ask an Expert Sessions and other related special presentations.

10. Sales and Service

Familiarity in this area is required in this position as it refers to the application of customer service needs including analysing needs and identifying opportunities for cross selling, referring potential business opportunities to specialist staff.

Strengths and Talents

Striving Strengths & Talents	Thinking Strengths & Talents	Relating Strengths & Talents
<ul style="list-style-type: none"> • Ability to Achieve • Desire to Succeed • Competent • Committed to be of Service to Others • Ethical • Available 	<ul style="list-style-type: none"> • Focused • Disciplined • Able to Arrange • Responsible • Problem Solving Ability • Committed to Accuracy 	<ul style="list-style-type: none"> • Empathetic • Caring • Team Player • Ability to build and sustain relationships. • Partnership and Advice Focused • Positive Attitude

PHYSICAL REQUIREMENTS

<p>Physical exertion- Occasional less than ¼ of the time which includes stooping, reaching, pushing, pulling and/or lifting.</p>
<p>Visual attention – Constant more than ¾ of the time, this may include intense reading of documentation or data, close monitoring of computer screens or detailed work.</p>
<p>Travel – Minimal Travel. Travel either day to day or overnight on VantageOne business is not required in this position.</p>
<p>Manual Dexterity – Frequent between ½ and ¾ of the time this includes computer keyboarding or mouse work for a significant portion of the workday. 40 Wpm minimum Keyboarding Skills.</p>

NATURE OF SUPERVISION

Immediate Supervisor	Operations Manager, Wealth Management
Supervisor Responsibility	None
Positions Supervised	None