



VantageOne
CREDIT UNION

Career
Opportunity

TYPE: External Advertisement

DATE: 22Aug2025

ROLE: Full Time Human Resources Coordinator (Excluded Position)

BUSINESS LINE: VantageOne Credit Union

ADVERTISEMENT NUMBER: EX 2025 - 08

CLOSING DATE: Until Filled

HOW TO APPLY: Please **email** a resume and cover letter to HR@vantageone.net. Please indicate the advertisement number in the subject line of email.

Position Overview:

We are adding to our HR team! This position has been created due to a retirement and will serve as an **additional HR Coordinator** to support our growing organizational needs. This position is Monday to Friday in branch.

We are looking for a dynamic HR professional with a passion for **training, organizational development, and employee engagement**. Reporting to the VP, Human Resources, you will design, deliver, and evaluate programs that support onboarding, performance improvement, sales/service effectiveness, and organizational growth.

In addition to training, you will also play a hands-on role in **benefits administration, recruitment, labour relations, and HR program management** – while ensuring compliance with employment legislation and fostering a positive workplace culture.

What You will Do:

- Lead training and development initiatives across the Credit Union.
- Create and facilitate engaging learning in classroom, online and coaching formats.
- Administer the Learning Management System (LMS) and track training outcomes.
- Manage benefits, disability claims, and return-to-work programs.
- Support recruitment and onboarding from posting to hire.
- Participate in labour relations activities and job evaluations.
- Maintain compliance with HR policies, procedures and legislation.

Key Skills & Knowledge

- Employee training design, facilitation, and coaching.
- HRIS, Learning Management Systems, RFS/CRM systems and Microsoft Office.
- Credit Union Products and Services and financial environment knowledge.
- Employment legislation (Human Rights, Employment Standards, Labour Relations)
- Recruitment, onboarding, and performance improvement.
- Strong verbal and written communication skills
- Benefits administration and disability management.

What we are Looking For:

- High school Diploma plus post-secondary certificate/diploma in HR, Adult Education, or Training (CPHR or willingness to obtain preferred).
- 4-6 years HR experience in a unionized financial services environment.
- Proven ability to deliver impactful training programs and drive employee development.

- Hands-on experience with RFS/CRM systems required.

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 passionate about our Members and Clients, 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: By building strong relationships with our members/clients, we deliver member/client-focused advice and high-quality financial services, fostering growth for both our employees and the communities we serve.

Why Join VantageOne?

- Be a part of a values driven organization committed to growing strong member relationships.
- Contribute to a workplace that values and prioritizes Diversity, Equity, Inclusion and Reconciliation.
- Work alongside an experienced supportive leadership team.
- Competitive salary and benefits package aligned with the candidate's experience and skillset. Monthly wage ranges from \$4,508.60 to \$5,694.81 depending on experience.
- Opportunity for professional development and long-term career growth.
- Engage in a collaborative, dynamic, and inclusive work environment.

If you are ready to embrace our values and contribute to our mission of building relationships to strengthen financial ability and work to improve and grow our communities, we encourage you to apply for this position. For full job requirements and duties please see job description.

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. The successful candidate will be required to meet fidelity bonding requirements, including completion of reference, criminal record, and credit checks.



JOB DESCRIPTION

POSITION TITLE:	Human Resources – Coordinator
BUSINESS:	VantageOne Credit Union
UNIT/DEPARTMENT:	Administration
LOCATION:	North Vernon Branch
REPORTS TO:	Vice President, Human Resources

PURPOSE OF POSITION

This position plays a key role in supporting and executing various human resources functions, with a strong emphasis on organizational learning, training, and development. Under the direction of the Vice President of Human Resources, the role leads the day-to-day implementation of employee development initiatives—designing, delivering, and evaluating training programs that support onboarding, performance improvement, sales and service effectiveness, and organizational growth. Additionally, this position administers HR technical programs and databases, and contributes to staffing, compensation, benefits coordination, and occupational health and safety. It also participates in labour relations activities, ensuring compliance with applicable laws and policies, while promoting a positive, informed, and development-focused workplace culture.

ROLES AND RESPONSIBILITIES

Organizational Training and Development

- Under the direction of the VP, Human Resources leads the execution of Organizational Learning, Training, and Development activities across the Credit Union serving as the subject matter expert and primary driver of training delivery, program design, and employee development.
- Plans, develops, facilitates, and evaluates a wide range of training programs that support onboarding, compliance, employee growth, sales and service performance, and overall business objectives.
- Designs and delivers engaging training in multiple formats—including instructor-led classroom sessions, digital modules, webinars, seminars, workshops, one-on-one coaching, and video conferencing—tailored to various roles and learning styles.
- Develops and delivers corporate training and sales/service training, with a focus on Consumer Banking departments (including Consumer Account Managers), emphasizing product knowledge, consultative selling, member experience, and performance confidence.
- Provides direct coaching and mentoring to staff to enhance soft skills, professional communication, and member-focused service behaviors.
- Collaborates closely with managers and HR leadership to assess individual and departmental training needs, identify skill gaps, and create tailored development plans and coaching strategies.
- Designs and maintains a variety of learning materials, such as job aids, microlearning modules, workshops, performance support tools, and orientation content that reflect current policies, regulations, and industry best practices.
- Oversees the administration and continuous optimization of the Credit Union's Learning Management System (LMS), ensuring accurate tracking of participation, completion, compliance, and performance outcomes.
- Tracks and analyzes training participation and effectiveness, preparing regular progress reports and insights for HR leadership and department managers to support continuous improvement.
- Works with department leaders and HR to evaluate employee development throughout onboarding, probationary periods, and performance improvement programs; provides documented recommendations regarding continued training needs, development paths, or employment actions as appropriate.
- Manages all training-related resources, logistics, communications, and tools to ensure high-quality and consistent learning experiences across the organization.
- Instructs employees on initiating proactive conversations with members to uncover needs and identify opportunities to move business to the Credit Union and its Subsidiaries.
- Stays current on industry trends, learning methodologies, financial products, and Credit Union policies and procedures to maintain a modern, effective, and relevant training strategy.
- Supports the VP of HR in department planning, talent enablement strategy, budget preparation, and vendor evaluation for learning and development resources.

Benefits Administration

- Administers and maintains confidential employee records, including disability files.
- Acts as a liaison with benefits carrier on active disability files, including disability case management, gradual return to work programs and duty to accommodate.
- Maintains confidential information within the Employers Benefits site.
- Completes administration for benefits, pension, and related employee activities.
- Initiates benefit insurance claims.

Labour Relations

- Participate in joint union/management committees as required.
- Provides collective agreement interpretations.
- Participates in research during bargaining preparations.
- Participates as a member of staffing committees.
- Sits as a member of the Job Evaluation Committee
- Confirms new hire and incremental compensation pay rates and benefits.

Recruiting:

- Undertakes full cycle recruitment and selection activities and processes by posting job openings on various platforms, screening resumes, and scheduling interviews.
- Gathers and tracks applications, responds to general employment inquiries,
- Ensures data accuracy of electronic files.
- Prepares interview materials and communicates with candidates throughout the hiring process.
- Performs background checks.
- Assists in the preparation of offer letters and ensures all required documentation is maintained during the hiring process.
- Coordinates employee movement within VantageOne (user access, payroll etc.) to provide seamless transitions for new and existing employees.
- Supports the onboarding process for credit union employees from the date the position is posted until the employee is integrated into their new role.

Other Duties

- Other related duties as assigned.

EDUCATION & EXPERIENCE**Education:**

- High School Diploma plus two years of formal education or equivalent including a certificate or diploma in Human Resources; Adult Education and/or Training. Willingness to pursue the attainment of CPHR professional designation.

And

Job Related Experience:

- 4 - 6 years combined experience in Human Resources supervisory or management position preferably in a unionized or financial setting and/or combined experience in cash handling; member services; training and/or human resources preferably in a financial environment. experience in cash handling; member services; training and/or human resources in a unionized environment.

Or

An equivalent combination of both education and experience acceptable to VantageOne.

SKILLS AND KNOWLEDGE**1. Accounting**

Working Knowledge in the area of accounting as it applies to balancing daily transactions/blotter, processing departmental accounts payable and receivables, basic benefit and compensation calculations and spreadsheet preparation. Monitors special project and/or training budgets and expenditures.

2. Finance

No knowledge in this area is required for this position. Employee will not be involved in financial

analysis, budget design and control, asset liability management, risk analysis, tax standards, liquidity management, prediction of economic trends and rates, money market issues, investments, pricing/rate strategies or financial reporting.

3. Administrative Processes

Advanced knowledge is required to be able to train and develop employee group in administrative processes and procedures as they apply to the functions performed such as processing transactions, completing documentation, verifying member information (such as credit checks), composing and/or formatting correspondence and reports, records management, developing administrative procedures, gathering and collating data.

4. Communications

Advanced communication skills used to coordinate and deliver human resource services and training. Strong ability to facilitate training sessions both individually and with large groups, able to make public presentations and communicate effectively in meetings with stakeholders, suppliers, members, employees and managers.

5. Granting of Commercial Credit

Familiarity of processes of granting commercial credit in order to establish awareness in a training setting.

6. Granting of Consumer Credit

Working skill and knowledge in order to train staff on the processes of granting consumer credit related to residential mortgages, personal lines of credit and personal loans. Training may involve the analysis of personal balance sheets, evaluation of security, negotiation of terms and conditions, and processing of security documentation.

7. Core Products and Services

Working knowledge in this area in regard to the features and benefits of deposit, investment and lending products and services in order to train and develop frontline staff.

8. Specialized Products and Services

Working knowledge in this area in regard to the features and benefits of specialized products and services in order to train and develop staff.

9. Regulations/Legislation/Credit Union System

Working knowledge of the Credit Union Collective Agreement, regulatory and legislative conditions under which Credit Unions operate and/or the provincial and national Credit Union structure and related organizations. This includes Human Rights; Employment Standards Legislation, Labour Relations Code, PIPA, WorkSafe BC programs.

10. Insurance

Familiarity in this area in order to train and develop staff to recognize and direct members' inquiry to one of our subsidiaries in regard to specialized insurance such as travel, and life.

11. Computer-Based Systems Operation

Working knowledge of banking systems in order to facilitate and support technical staff training; word processing, spreadsheet, graphics and internet applications; Learning Management Systems, Job Evaluation Systems and HRIS.

12. Computer System Design, Development and Technical Support

No Knowledge in this area required in this position. This position is not responsible for evaluation, design, development, and maintenance or user support of computer systems or operations.

13. Human Resource Management

Working knowledge if required to be able to implement process in employee counselling (career and personal); succession planning; recruitment; organizational development; job design and evaluation; compensation and salary administration; training.

14. Marketing

Familiarity of marketing, analysing member feedback and Credit Union product needs; promoting mass communication programs, including seminars, brochures and newsletters.

15. Competitive Environment

Familiarity of the competitive labour environment and industry comparable salary rates and benefit packages. Strong understanding of local employment challenges; competitions; trends in the labour market; and understanding of demographics and geographic influences on employment.

16. Sales and Service

Working knowledge of sales and service development tools and techniques in order to lead, facilitate, train and coach others in developing sales skills and achieving targets.

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

Physical exertion – Occasional less than ¼ of the time this would include lifting heavy bags of coin or data bags, stocking supply room, stooping, reaching, pushing, pulling.

Visual attention – Frequent between ½ and ¾ of the time this may include intense reading of documentation or data, close monitoring of computer screens or detailed work.

Travel – Minimal Travel. Travel either day to day or overnight on VantageOne business is not required in this position.

Manual Dexterity – Constant more than ¾ of the time this includes computer keyboarding or mouse work for a significant portion of the workday. 40 Wpm Keyboarding Skill.

NATURE OF SUPERVISION

Immediate Supervisor	Vice President, Human Resources
Supervisor Responsibility Level	Work Leader – This position assigns work, provides input into performance reviews, provides advice, training and guidance. At this rating, the position does not have full supervisory responsibility for the work of others.
Positions Supervised	Supervises trainees during orientation, classroom training on the job practicum training.

Learn More About

Life
At VantageOne

&

the *Application*
Process

www.vantageone.net