



VantageOne
CREDIT UNION

Career
Opportunity

TYPE: External Advertisement
ROLE: Branch Manager, Peachland BC Excluded Position
BUSINESS LINE: VantageOne Credit Union

DATE: 09June2026

POSTING NUMBER: 2025-06
CLOSING DATE: Until Filled

Are you a passionate leader who thrives on building high-performing teams, strengthening community relationships, and delivering remarkable member experiences? VantageOne Credit Union is seeking an experienced and motivated Branch Manager to lead our Peachland branch while providing leadership support across multiple locations and service channels.

About the Role:

Reporting to the Vice President, Consumer Banking, the Branch Manager is responsible for the overall leadership, operational excellence, sales performance, and member experience of the Peachland branch. This role also provides leadership oversight to teams outside the Peachland location ensuring consistent service standards and strong collaboration.

This is an exciting opportunity for a collaborative and strategic leader who enjoys balancing people leadership, business development, operational management, and community engagement.

What You'll Do

Leadership & Team Development

- Lead and inspire a high-performing branch team while supporting offsite staff and cross functional teams
- Coach, mentor, and develop assigned staff to achieve individual and organizational success
- Foster a culture of collaboration, accountability, and remarkable member service
- Support recruitment, staffing, performance management, and employee development initiatives

Business Growth & Member Experience

- Execute business plans and achieve branch sales, lending, and investment targets
- Build strong relationships with members, community partners, and referral networks
- Identify opportunities to expand member relationships through tailored financial solutions
- Approve loans within delegated lending authority and ensure compliance with policies and procedures

Operational Excellence & Risk Management

- Ensure operational compliance, audit readiness, and adherence to Credit Union policies
- Oversee cash management, security protocols, and lending documentation standards
- Monitor operational performance and contribute to risk management initiatives
- Support consistency and alignment across branches and service channels

Community & Organizational Leadership

- Represent VantageOne at community and industry events
- Collaborate with leadership peers on strategic initiatives and continuous improvement projects
- Contribute to organizational planning and corporate objectives

What You Bring

- Undergraduate degree in Business or related field, or an equivalent combination of education & experience
- 5-10 years of senior banking experience with lending and investments

- Minimum 2 years of supervisory or coaching experience in consumer lending
- Strong leadership and relationship-building skills
- Experience managing teams across multiple locations or functions is an asset
- Proven ability to achieve business targets and lead teams through change
- Exceptional communication, coaching and decision-making abilities

Why join VantageOne?

At VantageOne, we are proud to be neighbors helping neighbors since 1944. Rooted in the North and South Okanagan, we are guided by strong values that shape everything we do — putting our members first, driving innovation, taking ownership, and always striving to be our best. We are committed to creating an inclusive workplace that embraces Diversity, Equity, Inclusion, and Reconciliation (DEIR), while helping our communities and employees grow through trusted advice, exceptional service, and meaningful relationships. We offer:

- A collaborative and supportive work environment
- Opportunities for leadership growth and professional development
- The chance to make a meaningful impact on the communities we serve
- Competitive compensation and benefits (base salary \$85,000 to \$100,000.00 per year)

Apply now and help shape the future of banking in Peachland and beyond.

If you are a motivated leader who is passionate about member service, community involvement, and team success, we'd love to hear from you.

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



Position Description

POSITION TITLE:	Branch Manager, Peachland
BUSINESS UNIT/DEPARTMENT	VantageOne Credit Union Administration
LOCATION:	Peachland BC
REPORTS TO:	Vice President, Consumer Banking

PURPOSE OF POSITION

Under the direction of the VP, Consumer Banking, the Branch Manager, Peachland is responsible for the overall leadership, performance, and operational excellence of an assigned branch, while also providing leadership oversight to additional staff and departments located in other branches or remote environments.

This role directly manages the assigned branch team and provides functional leadership to the Solutions Centre Manager and the broker channel through an Account Manager III – Retail Lender operating remotely from another location. The incumbent ensures consistent delivery of exceptional member service, operational compliance, and achievement of sales and lending targets across all assigned areas.

The position provides temporary branch management coverage for the Main Branch location during the VP, Consumer Banking manager's absence and acts as a key liaison between branches to promote collaboration, consistency, and operational efficiency. This dual-scope role functions as both a Branch Manager and Assistant Area Leader, aligning multi-location operations with the organization's strategic goals.

SCOPE OF RESPONSIBILITIES/DUTIES

- Directly manages one primary branch location.
- Provides leadership and oversight to two additional reports (Solutions Centre Manager and Broker Channel Account Manager-

III Retail) located outside of the home branch.

- Ensures cross-branch alignment of sales, service, and operational standards.
- Provides management coverage for a secondary branch during the incumbent manager's vacation or absence.
- Acts as a conduit between branches to ensure consistency in processes, performance, and culture.

ROLES & RESPONSIBILITIES

Leadership

- Builds, leads and manages a cohesive and high-performing teams across assigned locations
- Manages the day-to-day operations of home branch and provides leadership and guidance to remote teams to drive sustainable business growth and exceptional member service.
- Drives operational efficiencies to maximize resources, productivity, and service quality.
- Communicates organizational strategies and objectives to ensure successful execution of the annual business plan.
- Collaborates with VP, Consumer Banking, and the leadership team to set annual branch goals, budgets, and performance objectives.
- Coaches, mentors, and develop direct and indirect reports, fostering professional growth and engagement.
- Organize schedules and monitor branch and remote operations to ensure smooth workflow and adequate staffing levels.
- Partners with Human Resources on recruitment and staffing decisions; chairs the interview panels for direct reports.
- Manages staff performance through corporate performance management system providing feedback, recognition, and progressive discipline as required.
- Conducts regular team and cross-branch meetings to promote communication, collaboration and alignment.
- Supports subordinate leaders in developing their teams, ensuring consistency in coaching, development, and performance management practices.

Business Development

- Executes annual business plan and collaborates with leadership to identify and implement areas of improvement and growth.
- Ensure operational targets for loans, investments, and product/services are met or exceeded across all supervised areas.
- Supports both branch and remote teams in building relationships with community partners and referral resources.
- Promotes products and services through direct member interactions and strategic business development initiatives.
- Approves loans within delegated authority and ensures adherence to credit and investment policies.
- Works with the broker channel and Solutions Centre Manager to identify opportunities for cross-selling and enhanced member engagement.

Risk Management

- Ensures adherence to all Credit Union policies, procedures, and applicable regulations.
- Maintains audit-ready operations by ensuring documentation, security, and compliance standards are consistently met across all supervised areas.
- Oversees cash management operations, including treasury, ATMs and negotiable instruments where applicable.
- Ensures appropriate controls are in place for loan documentation, collections and security protocols.
- Administers collective agreement within unionized branches and employee handbook for non-union locations.
- Monitors operational technology and coordinates with IT support to maintain system efficiency.
- Responsible for the preparation of location reports to analyze location performance. In conjunction with the credit unions enterprise risk management program assists in the implementation of compliance and risk management procedures

Portfolio Management

- Manages a personal lending and investment portfolio, specializing in complex lending products such as mortgages, lines of credit and commercial or consumer loans within approved limits.
- Build and maintain strong relationships to identify the needs and recommend appropriate financial solutions.
- Analyzes members' financial positions to assess creditworthiness and risk.
- Initiates or oversees credit investigations and collections processes as required.
- Proactively seeks opportunities inside and outside of branch to promote and cross-selling Credit Union products and services.

Management Team Participation

- Actively participates in the Credit Union's management team, contributing to corporate strategy, goal setting, and problem-solving.
- Collaborate with peers to share best practices and align operational standards across the network.
- Leads or participates in special projects and initiatives as assigned.
- Represents VantageOne in community and industry events, building business, promoting branch visibility and goodwill.

EDUCATION & EXPERIENCE

Education:

- Undergraduate business degree from a recognized university.

Experience:

- 5 to 10 years senior banking (lending and investments) experience with a minimum of 2 years supervisory and/or coaching experience in a consumer lending department.
- Proven leadership in multi-location or cross-functional management.

- Strong understanding of consumer lending, investment products, and member relationship management.
- Demonstrated ability to manage budgets, achieve sales targets, and lead teams through change.
- Exceptional communication, coaching and decision-making skills.

Or

- an equivalent combination of education and experience acceptable to VantageOne

PHYSICAL REQUIREMENTS

Physical exertion – occasional low exertion which includes stooping, reaching, pushing, pulling and/or lifting.”

Visual attention –frequent high level of intensity required to sit at extended periods of time at a computer terminal.

Travel – Travel required to travel, vehicle and valid driver’s license required.

Manual Dexterity – Frequently operating a keyboard.

NATURE OF SUPERVISION

Immediate Supervisor	Vice President, Consumer Banking
Supervisor Responsibility Level	Manager – Directly Manages assigned staff of VantageOne Credit Union. This includes planning staff resources based on operational needs and budget constraints and includes hiring, dismissal, promotion and salary adjustments and identifying development needs as they relate to corporate objectives
Positions Supervised	All assigned staff