NOW HIRING

VantageOne CREDIT UNION

Career Opportunity

TYPE: External Advertisement

ROLE: Branch Manager, Vernon Main Branch Excluded Position

BUSINESS LINE: VantageOne Credit Union

DATE: September 16, 2026

POSTING NUMBER: EX 2026-11

CLOSING DATE: Until Filled

Be Part of something local:

At VantageOne Credit Union, we believe in neighbours helping neighbours. Our mission is to provide our communities with access to member-focused advice and high-quality financial services while helping our communities and employees grow.

We are driven by a strong set of values that guide how we work and the experience we create for our members and employees. We are passionate about our Members and Clients, Action Driven in finding ways to innovate and simplify their experience, take Ownership and Accountability for our actions, and continually strive to Be the Best. We are also committed to advancing Diversity, Equity, Inclusion and Reconciliation (DEIR) throughout our organization.

We are looking for an experienced Branch Manager to lead our Vernon Main location. This is a key leadership opportunity for someone who enjoys developing people, building member relationships and turning strategy into action. You will lead the performance and day-to-day operations of our Main Branch Consumer Banking team, creating an environment where employees can do their best work and members receive an exceptional experience.

Working closely with the VP, Consumer Banking and leaders across VantageOne, you will drive business growth, strengthen operational effectiveness, develop a high-performing team and contribute to the continued growth and success of our Credit Union and the communities we serve.

What You'll Do:

As Branch Manager, you will:

- Lead, coach and develop a high-performing team, including direct and indirect reports.
- Create clear expectations and provide ongoing coaching, feedback, recognition and performance management.
- Lead the day-to-day operations of Vernon Main, ensuring strong service levels, effective workflow and appropriate staffing.
- Drive branch business results by identifying opportunities to grow relationships, deepen member connections and achieve established targets.
- Support Consumer Account Managers and other team members in identifying member needs and providing appropriate financial solutions.
- Champion an exceptional and consistent member experience.
- Identify opportunities to improve processes, productivity and service delivery.
- Monitor branch performance and use results and trends to identify opportunities for improvement.
- Ensure branch operations meet Credit Union policies, delegated authorities, regulatory requirements and internal controls.
- Maintain strong oversight of branch cash, security, facilities and operational risk.
- Participate as a member of the Credit Union's management team and contribute to organizational planning, projects and strategic initiatives.
- Lead and support employees through organizational, process, system and operational change.

What You Bring:

You are an experienced financial services leader who knows that strong results come from strong teams and strong relationships.

Ideally, you bring:

- A bachelor’s degree in business, finance or a related field, or an equivalent combination of education and experience.

- 7–10 years of progressive experience in consumer banking and leadership.
- Demonstrated success leading and developing teams.
- Strong knowledge of consumer banking operations, lending practices and financial products.
- Experience driving business development, sales and service results.
- Knowledge of risk management, compliance and operational controls within a financial services environment.
- Strong communication, coaching, decision-making and problem-solving skills.
- The ability to interpret performance information and use KPIs to drive results.
- Comfort working with RFS banking technology, CRM and lending systems.
- The ability to work collaboratively across departments and lead effectively through change.

The Leadership Style We are Looking For:
You don't need to have all the answers yourself. You do need to know how to build a strong team, set clear expectations, make decisions and help people succeed.

Why VantageOne?
You will join a locally based Credit Union where your leadership has visible impact on employes, members and the community. You will have the opportunity to lead our largest branch, develop people, influence how we deliver consumer banking services and contribute to the future of VantageOne.

We offer a competitive base salary ($85,000.00 to $100,000.00 per year) and benefits package, along with opportunities for career growth and advancement.

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.

VantageOne CREDIT UNION	Position Description
POSITION TITLE:	Branch Manager, Vernon Main
BUSINESS UNIT/DEPARTMENT	VantageOne Credit Union Administration
LOCATION:	Vernon, Main
REPORTS TO:	Vice President, consumer Banking

PURPOSE OF POSITION

Under the direction of the Vice President, Consumer Banking, the purpose of this position is to provide operational leadership across assigned areas, driving business growth, operational excellence, exceptional member service, and effective risk management. The role develops high-performing teams, ensures achievement of business objectives, and contributes to the Credit Union's overall strategy and performance.

RESPONSIBILITIES/DUTIES

Leadership, People Management & Talent Development

- Leads, coaches and develops direct and indirect reports, building engaged, accountable and high-performing teams across assigned locations and functional areas.
- Establishes clear goals and performance expectations and leads the performance management process, including goal setting, ongoing coaching, feedback, recognition, development planning, year-end reviews and progressive discipline where required.
- Develops employee and leadership capability through coaching, training, career development and succession planning and supports the subordinate leaders in effectively leading and developing their teams.
- Partners with Human Resources on workforce planning, recruitment, staffing, job requirements and employee development; leads or chairs interview panels for direct-report positions.

- Plans staffing schedules and resources to maintain appropriate coverage, workflow and service levels, and provides guidance on staffing, performance and operational issues.
- Provides technical and operational direction to assigned employees, including orientation, product and procedure knowledge, sales and service techniques, business development and resolution of complex member matters.
- Leads effective team and cross-functional communication and champions organizational change, supporting employees through implementation of new strategies, processes, systems and initiatives.
- Maintains appropriate signing authority and provides required operational overrides within delegated authority.

Branch & Operational Leadership

- Provides overall leadership and accountability for day-to-day operations of the home branch and assigned areas, ensuring effective operations, exceptional member service and sustainable business growth.
- Oversees service levels, workflow, staffing, administrative functions, cash management, physical resources and operational requirements across assigned areas.
- Guides the Solutions Centre Manager, Retail Account Managers, and other assigned areas in delivering consistent, seamless and efficient service.
- Identifies and implements improvements to processes, workflows, resource allocation, productivity, service delivery and standardized operating practises.
- Monitors operational performance through reports and key measures, identifies trends and implements corrective or improvement actions.
- Oversees operational technology, facilities, physical resources, operational security and business continuity requirements in collaboration with appropriate support areas.

Management Team Participation

- Participates as a member of the Credit Union's Management team, contributing to annual planning, goal setting, problem-solving and strategic initiatives.
- Collaborates with VP, Consumer Banking and other leaders to establish annual business plans, budgets, goals, performance objectives and operational priorities.
- Translates organizational strategy into clear operational priorities and communicates expectations to support successful execution of the annual business plan.
- Applies an enterprise-wide perspective when evaluating business opportunities, operational requirements, member needs, credit considerations and risk.
- Collaborates across the organization to share best practises, improve organizational effectiveness, promote consisted operating standards and lead or participate in projects, committees and strategic initiatives.

Business Development, Sales & Member Experience

- Develops and executes annual business and business development plans aligned with Consumer Banking and organizational objectives.
- Monitors performance and ensures established targets for loans, investments, products, services and other key business measures are achieved or exceeded across supervised areas.
- Identifies and acts on opportunities to grow the business, deepen member relationships, increase market presence and strengthen referral and cross-selling activity.
- Promotes consistent high-quality member experiences across branch, telephone, digital and other service channels and supports employees in identifying member needs and recommending appropriate financial solutions.
- Builds and supports relationships with community partners, professional networks and referral sources and represents the Credit Union at community, business and industry events.
- Partners with Marketing, Human Resources and other internal teams on sales, service and development initiatives that strengthen employee capability, member experience and business results.

Risk Management, Compliance & Governance

- Ensures operations across supervised areas comply with Credit Union policies, procedures, delegated authorities, regulatory requirements and applicable legislation.
- Supports implementation of the Enterprise Risk Management framework and maintains audit-ready operations through appropriate documentation, internal controls, security practices and compliance procedures.
- Ensures appropriate controls are maintained for lending documentations, collections, cash management, negotiable

instruments, member information and security protocols.

- Monitors operational and credit risk, identifies emerging concerns and takes appropriate corrective or mitigating action.
- Ensures lending and investment activities comply with established policies, documentation standards and delegated authorities and addresses audit findings or compliance deficiencies within assigned areas.
- Administers the collective agreement within unionized locations and the employee handbook and corporate HR policies within non-union locations.
- Promotes a strong culture of accountability, compliance, sound judgement and risk awareness.

Cash, Security & Facilities Management

- Oversees cash management activities, including vault operations, treasury functions, ATMs, negotiable instruments, balancing and related control procedures, where applicable.
- Ensures cash controls, authorization levels, reconciliation practices, opening and closing procedures, access controls and physical security requirements are consistently followed.
- Oversees assigned facilities and physical resources and coordinates maintenance, security, technology and operational support requirements.
- Identifies and addresses facility, security, cash or operational issues that could affect employee safety, member service, business continuity or the Credit Union's risk exposure.

Other Duties as Assigned

EDUCATION & EXPERIENCE

- Bachelor's degree in business, Finance or related field
- Minimum of 7-10 years of progressive experience in consumer banking, including multi-branch leadership.
- Proven track record of driving sales performance, service excellence and team engagement
- Experience in business development, risk/compliance, and cross functional collaboration
- Strong leadership, coaching, and team development abilities
- Deep knowledge of consumer banking operations, lending practices and financial products
- Exceptional communication, interpersonal, and problem-solving skills.
- Proficient in interpretating performance data and driving strategy through KPIs
- Technologically adept and familiar with digital banking platforms, LOS and CRM systems

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 location 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	Directly Manages –Solutions Centre Manager, Account Manager – Retail, Main Branch banking floor. Indirectly Manages Main Branch Member Services and Solutions Centre Department staff.