

VACANCY

General Manager, Sales & Service



Our Client VENTURE Credit Union (VENTURE) continues to be a leading Financial Services Provider, committed to Good Governance, Improvement in the Economic and Social well-being of its Members, and the Transformation of the Credit Union Movement, while fulfilling its responsibility to its various stakeholders. The Credit Union is seeking to fill the position of General Manager, Sales & Service to join the dedicated team at VENTURE.

The General Manager, Sales & Service will have the responsibility for the overall efficient and productive operations of the Credit Union. This will include oversight and a leading role in administration of Loans, Business Development, Member Service Excellence, Marketing & Communications and Information and Communications Technology. He / She will be a member of the Executive Management team and will report directly to the CEO.

MAIN DUTIES AND RESPONSIBILITIES

Strategic Management: Leads in the development, implementation, and achievement of the strategic marketing goals to maximize retail and commercial sales and guides branch operational performance to meet and exceed targets to grow loan portfolio and share deposits to increase profitability.

Sales and Marketing: Develops, recommends, and implements sales strategies inclusive of new product development to ensure sales budgets are met or exceeded and maintains knowledge of market and industry trends, competitors and leading sales and investment strategies while identifying and reporting business opportunities in target markets to boost the loan and share portfolio.

ICT and Risk Management: Evaluates and mitigates competitive and other risks in the operating environment and ensures adherence to regulatory and compliance guidelines and procedures for all products and services while providing effective leadership of the ICT Strategic Plan ensuring effective systems of ICT and internal controls to minimize likelihood of financial loss and data penetration in a timely and cost-effective manner.

Staff Management: Builds a high caliber of sales professionals, sets KPIs, and monitors and assess staff performance and delivery ensuring achievement of budgets/targets for all products in keeping with VCU's budgets.

Member Relations: Demonstrates commitment to take ownership of Clients/Members concerns and resolve issues expeditiously while ensuring seamless communication between Branch Operations and Members.

QUALIFICATIONS AND COMPETENCIES

- Post Graduate qualifications in Business or a related field
- Ten (10) years' work experience in the Financial Services Sector
- Five (5) years' work experience at a senior management level in the Operations Department of a Credit Union or financial institution.
- Working knowledge of Credit Risk Management, Cash Flow Management, Budgeting, Marketing and Strategic Planning
- Experience in using Credit Union financial software would be considered an asset and Microsoft Office skills.
- Strong Financial Background, Human Resource Management and Marketing Skills plus excellent negotiation skills.

ADDITIONAL JOB INFORMATION

Complete job description is available on the websites of **Venture** Credit Union and People Solutions Plus Limited
VENTURE's website www.venturecreditunion.com **People Solutions Plus Limited** website www.peoplesolutionsplus.com



Applications should be submitted by **Friday 23rd, April 2021** with full résumés and the subject line: **VENTURE-GM S&S** to: **Ulric Warner** at Email: jobs@peoplesolutionsplus.com
We thank all applicants for their interest but advise that only suitably qualified applicants will be contacted.