**Competition**: 10-47-01

**Closing Date**: Until Filled

**Location**: Lloydminster

## Servus

Servus Credit Union is one of Canada's 50 Best Managed Companies and recognizes that our most valuable assests are our employees. We offer continued growth and career advancement and reward employees for their efforts and achievements. Servus Credit Union has also been recently recognized by Alberta Venture as one of the top 3 employers in Alberta for Human Resources Practices and Policies.

## The Position

Servus Credit Union is seeking an Investment Advisor or Financial Planner to join its' Wealth Management Team. The Investment Advisor / Planner is responsible for developing wealth management business by providing objective financial planning advice and competitive financial planning solutions to Servus Credit Union members and prospective members. The incumbent will assume a sales/service role with a select member group and through a financial planning process will assist our members either directly or through referrals to the appropriate areas, with their investment, insurance and estate planning objectives as well as their financial well being. This Investment Advisor/Planner will increase assets under management, produce revenue, control cost of funds and acquire assets from outside Servus Credit Union. The successful candidate will report to the Senior Manager Wealth Management who will provide guidance and skill development through coaching in association with the AVP of Wealth Management.

## Delivery of Financial Planning to Members

The Investment Advisor / Planner will build relationships with members by understanding their needs, gathering information, analyzing their situation and presenting a Financial plan that will be implemented and be subject to on-going review. The investment Advisor / Planner will also deliver Canadian Securities Institute and Servus Credit Union products, services and financial planning solutions to members and prospective members.

## Delivery of Investment Products to Members

As diversification is the best way to take advantage of all market conditions, a balanced portfolio including fixed income and mutual funds is desired, where applicable. The Investment Advisor / Planner is required to identify opportunities for referrals to their team.

## Sales and Service

The Investment Advisor / Planner will be assigned targets relating to revenue, marketing calls and sales appointments with the aim to produce new business generate referrals and complete retirement/financial plans. In addition, they are expected to support their branches in their pursuit of targets and sales objectives which include: retention of existing business and referrals to generate membership and loan growth. Of primary importance is the level of service provided to our Top 10% depositors.

**Administration and Compliance**

The Investment Advisor / Planner is required to complete all documentation with a high degree of accuracy and adhere to all regulatory requirements (completion and update of KYC, file maintenance/notes etc.)

**KEY EFFECTIVENESS SKILLS**

Interpersonal/Communication

- Ability to recognize cross-selling opportunities; responds to questions; makes sale or refers sales as appropriate
- Builds and sustains effective working relationships with staff, members and community
- Communicates clearly and concisely
- Strong written communication skills
- Effective listening skills
- Effective telephone skills
- Deals with conflict positively and supports others to resolve differences
- Ability to sustain openness and trust, provides emotional support and effectively handles expression of strong feeling.

Leadership

- A positive attitude toward change
- Recognition of and respect for people's diversity and individual differences
- Coach, mentor, motivate fellow team members
- Take responsibility for actions
- Personal initiative
- Participate with others outside the team to enable them to act (ie: provide information that enables others to act)

Managing Change

- Continuous learning and development
- Flexible and adaptable in implementing the credit union's goals
- Ability to balance work/ life goals
- Effective stress management
- Effective time management
- Understanding and commitment to making changes

Problem Solving

- Ability to identify, analyze and generate solutions to problems based on

established procedures and/or past experience
- Ability to recognize when a problem requires referral to supervisor/Manager
- Anticipate problems, generate solutions
- Take action within scope of position

Decision Making
- Ability to make sound decisions based on policies, procedures and experience
- Take action within scope of position

Working in Teams
- Work collaboratively to accomplish common goals
- Participate in team development and in identification of team roles, responsibilities and goals
- Recognize and celebrate team successes
- Complies with requests to support team efforts

Innovation/Creativity
- Finding and communicating new ideas
- Presenting new ideas that have productive outcomes (results in the generation of practical applications or development of new procedures)

Strategic Thinking and Planning
- Ability to relate actions to the strategic plans of the organization
- Knowledge of the organization and the credit union system

**ORGANIZATIONAL CONTACTS**

- Members
- Potential members
- Branch or department managers
- Other staff
- Auditors
- Other credit unions, banks, and trust companies
- Lawyers, consultants, business advisors

**Experience:**
- The ability to work quickly without sacrificing accuracy is essential.
- The incumbent must possess superior communication, sales and service skills and have the ability to build trust and long term relationships with our members.
- The Investment Advisor / Planner is expected to remain current on market conditions and industry updates.
- Minimum of three years related experience in the securities industry, including selling individual securities and/or Mutual Funds, and developing financial plans
- Proven track record of successfully building wealth management relationships with clients
- Working knowledge of life insurance and estate and trust solutions is

desirable
- Working knowledge of various financial planning and computer software programs to produce written financial plans and manage customer communications

**Education / Training:**
- Canadian Securities Course and Conduct and Practices Handbook
- IIROC or MFDA registered
- Accredited financial planning designation such as a CFP, PFP or RFP
- University degree, post secondary education or related experience

**Licenses / Certificates:**
- Mutual Funds and/or IIROC License

**Any other special requirements necessary to do the job:**
- Some travel may be required

If you are interested in applying for this position please submit your resume to:

Servus Credit Union Ltd.
**Sandi Unruh, HR Recruitment Specialist**
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