

## Work with us!



*Your Home for Financial Wellness*

Mosaik Credit Union Limited is a co-operative, full service, financial institution in beautiful Nova Scotia.

After our successful merger vote, as of January 1st, 2025, our new entity supports the growth and development of 9 branches in 8 communities.

With a focus on community enrichment and financial empowerment, we are more than just a bank. We provide exceptional financial products and offer a wealth of knowledge through our staff and partners, but success is also defined through strong bonds with our membership, our communities and in joining together to enhance the financial skills and understanding of each person who walks through our branch doors. This guidance allows our members to make the best financial decisions for themselves, their families, and their businesses.

At Mosaik, we value the power of diversity, equity, and inclusion within our team and with the relationships we have with our valued members.

Applications from candidates who have been historically disadvantaged and marginalized, including Indigenous peoples, black, racialized, a person with a disability, and 2SLGBTQ+ are encouraged to apply.

[strongertogether-cu.ca](https://strongertogether-cu.ca)



We have a **full time, permanent position** available for a **Commercial Financial Relationship Advisor** with us at our **Truro, Nova Scotia** branch. Reporting to the Manager of Commercial Financial Service, the Commercial Financial Relationship Advisor is responsible for overall administrative support to the commercial lending operation. This position does not have lending authority.

## **SPECIFIC ACCOUNTABILITIES**

Provides administrative support to the commercial lending function.

- Identifies and prepares documentation relating to commercial mortgages, operating lines, term loans, etc.
- Maintains familiarity with all commercial credit forms and documentation
- Prepares and verifies all commercial loan documentation for completion, proper documentation and ensures credit union policy and procedures are followed.
- Prepares Promissory Notes, GSA documents, mortgage documentation and repayment schedules as assigned.
- Administers the PPSA system; conducts PPSA searches, registrations, renewals and discharges; pulls Credit Bureau Reports as assigned.
- Maintains diary systems for such items as fire insurance, mortgage renewals, term renewals, etc.
  - a. Assists in the commercial credit annual review process by: maintaining the Annual Review Control list
  - b. requesting, collecting and following for documents requested from borrowers and monitoring annual renewals, preparing renewal letters and/or contacting commercial members to arrange for renewals, conducting follow-up and inputting data as required for annual reviews for supervisory approval.
  - c. collecting fees associated with annual reviews.
- Prepares insurance reports and payments, calculating payouts and settlements, processing funds and loan payments
- Collects and calculates receivable inventory listings and advises supervisor of any offside positions for correction.
- Assists with delinquency control, reviewing 5 and 10-day notices, initiating follow-up and reporting results weekly for supervisory review. Completes other delinquency follow-up duties as assigned.

- Assists in the preparation of delinquency reports including allowance for impaired report; delinquency rate report; loan statistical report and system credit committee report. Prepares report of loans recommended for write-off and following up on written off loans to monitor opportunity for recapture. Prepares monthly reports for the Credit Committee.
- Maintains spreadsheet on receipt of Third Party Demands for all commercial members, places holds on accounts, reviews periodically and remits funds to Revenue Canada.
- Collects preliminary information from existing and prospective commercial borrowers. This includes determining the nature of client's borrowing needs (nature of the commercial lending request—amount, type, etc.); advises member of documentation required for their commercial loan request; collects documentation from the member and forwards to commercial lender as a referral for follow-up by the commercial lender.
- Assists commercial members with account inquiries including but not limited to statements issues, payment issues, cheque orders. Takes action to reconcile discrepancies in records and accounts within assigned service charge reversal limits or by referring the member to the appropriate staff member.
- Assists commercial members in scheduling appointments with Commercial Account Manager
- Meets with commercial members to obtain signatures, collect documents, etc.
- Understands and follows commercial lending administration policies and procedures
- Audits commercial credit applications and related documentation to ensure completeness, accuracy to the system.
- Ensures all data reports (as per attached list) for the Commercial Services department are checked, corrected, annotated and filed with proper segregation of duties.
- Develops and maintains filing systems.
- Prepares quarterly Commercial Loan Portfolio report.
- Prepares periodic reports and remittances and claims for losses pertaining to the CSBFA, Provincial Loan Guarantee Program, Agrivest, and lawyers trust accounts
- Responds to requests for interest paid verifications, bank confirmations and credit inquiries
- Opens Business Accounts for incorporated companies, sole proprietors, partnerships and for-profit co-operatives.
- Completes documentation for changes required for incorporated companies, sole proprietors, partnerships and for-profit co-operatives.
- Administers CEDIF Trusts.
- Provides a high level of service by interacting with members in a professional and friendly manner; responding to member inquiries on products and services and identifying opportunities to cross sell or refer sales opportunities to other staff using the Know Your Member system; actively cross-selling products and services which are appropriate to member needs.

- Resolves member problems and complaints within scope of position's authority
- Advises management of member problems and concerns and refers complex issues to supervisors/managers for prompt resolution
- Maintains the confidentiality of the member at all times
- Proactively promotes the use of Credit Union products and services
- Maintains a current knowledge of all products and services
- Participate in branch promotions, member appreciation days, community events and training as assigned.
- Assists with various branch clerical duties including answering telephones, assisting in maintaining the orderly and professional appearance of the branch
- Proactively alerts Money Laundering Compliance Officer of any suspicious member account activities or irregularities.
- Complies with regulations, by-laws, policies and procedures.
- Completes other duties and projects as assigned.

## COMPETENCIES, SKILLS AND KNOWLEDGE REQUIREMENTS

To perform the job at 100% competency, the incumbent must demonstrate the following competencies:

- Adaptability to change
- Attention to detail
- Financial accounting
- Customer Service Orientation (internal and external)
- Knowledge of financial principles
- Knowledge of policies, procedures and regulatory environment
- Knowledge of products and services
- Listening, Understanding and Responding
- Knowledge of commercial lending function
- Work planning and management (organizational skills)
- Teamwork and Cooperation
- Written and verbal communication skills
- Software proficiency in Microsoft Word, Excel, Outlook (scheduling & e-mail), Delinquency Management System (DMS), DataWatch, Horizon Banking,
- Knowledge of Commercial Lending Administration processes and procedures

## HIRING QUALIFICATIONS AND EXPERIENCE

The CFRA will have successfully completed a post-secondary certificate in business administration plus have one to three years relevant experience; or an equivalent combination of training and experience. The CUIC Commercial Loan Administration Accreditation is required.

Pay grade: The CFRA is classified at a classification 4. Bargaining unit employees selected for the position will be given a 90-Day Trial period in the job to prove satisfactory competence and suitability to perform the job.

## EMPLOYEE BENEFITS

We offer an excellent benefit and compensation package including extended medical, employer matched pension plan, staff banking rates, paid vacation and sick time, professional development opportunities, paid STAT holidays and on-site parking.

## WE'D LOVE TO HEAR FROM YOU

If you wish to apply for this position, please forward your cover letter and resume to [careers@mosaikcu.ca](mailto:careers@mosaikcu.ca) by end of day on Monday, February 17th, 2025. Even if you do not meet all of the above criteria but feel that you'd be a great fit with our team, please apply!

**Only candidates who have been selected for an interview will be contacted.**