



**Position:**                    **Manager, Business Processes & Systems (Grade 12)**

**Location:**                **Royal Road Branch with Hybrid Work Possibilities**

**Posting Number:**    **2025-08**

### **What's the Opportunity?**

Reporting to the SVP Transformation, the Manager, Business Processes & Systems leads the Operations and Administration teams, and collaborates closely with areas overseeing Sales and Service, ensuring all organizational processes are efficient, effective and designed in support of the member experience.

This position is a key driver of improving business processes and providing direction and leadership to implement changes in the organization.

### **What you'll get to do:**

- Using process improvement techniques, recommend and/or initiate changes to policies and procedures across channels to improve performance
- Analyze, develop and implement processes that accompany Stride platforms and enhance the member experience
- Identify inefficiencies in organizational processes and recommend areas for improvement
- Establish a positive environment that promotes continuous improvement thought process all while ensuring improvements are in alignment with strategic objectives
- Collaborate consistently and effectively with other departments to develop processes and ensure seamless integration of new processes
- Partner with senior leaders to reimagine the operating model for business lines, implementing innovative changes that align with long term strategic goals
- Encourage a culture of continuous improvement
- Lead the design and execution of a long-term continuous improvement strategy, ensuring business benefits are realized and tracked
- Provide leadership and ongoing support to the Operations and Administration teams
- Guide teams in developing roadmaps to drive operational efficiency
- Maintain strong working partnerships with Sales and Service leaders to strengthen the resolution of cross-departmental goals

- Foster a strong team environment that will attract, retain and develop existing and potential staff

### **Who are we looking for?**

- You have a degree in Business Administration and 5+ years in a complementary role in a financial institution, or an equivalent combination of education and experience.
- You have process improvement certification or experience
- You have well-developed people management and coaching skills
- You are a subject matter expert in the fields of administration and/or process improvement
- You have strong organizational and time management skills and ability to set priorities for self and team on multiple priorities in a collaborative environment with competing deadlines
- You have the ability to make sound business decisions and build work processes, procedures and policies that are well understood and efficient for areas of responsibility

**We are open to considering candidates who might not have all the qualifications but demonstrate a strong willingness to learn and grow.**

If this sounds like something you are up for, we want to hear from you! Applications will be accepted up to and including Wednesday, May 28, 2025. Submit your resume, quoting the posting number, and any questions you may have to [careers@stridecu.ca](mailto:careers@stridecu.ca)

*Stride Credit Union is committed to employing a diverse workforce and encourages all qualified individuals to apply. If you require accommodation related to the materials or activities used throughout the selection process, please let us know. We thank all candidates for their interest, however, only those selected for an interview will be contacted.*