

## Assistant Manager, Contact Centre

We are expanding our team to help us evolve through the next stage of our growth journey, and we want you to help shape our future. We now have a career opportunity for a Full Time Assistant Manager, Contact Centre, located in Saskatoon or Regina.

### As the Assistant Manager, Contact Centre, you will ....

Provide leadership and coaching to develop the Inbound and Virtual Service Advisor teams with a focus on ensuring they are cohesive, highly functioning, and member centric, with the skills and competence to realize the department and organizational goals. This includes:

- Providing coaching to ensure deliverables are based on sound knowledge, understanding of their roles and responsibilities and consistent with a member centric approach.
- Supporting and instilling a constructive culture through teamwork, positive collaboration and owning your own and TCU's success.
- Developing relationships across all business lines to optimize cohesive service delivery.
- Facilitating recruitment and onboarding while delivering essential operational support to the Director, Contact Centre to drive continued organizational growth.
- Providing credit adjudication for personal lending.
- Developing the team by addressing knowledge gaps and ensuring training, tools and technology are available to improve efficiency and outputs.

### As the Assistant Manager, Contact Centre, you are ....

- A person who does not accept the status quo and strives to be a champion of change.
- A person with proven ability to enthusiastically supervise, coach, cross train, mentor and motivate individuals and teams.
- A person who welcomes feedback and uses it constructively to develop self and others.
- A person with demonstrated ability to plan, schedule, delegate, organize, prioritize, and execute work assignments.
- A person who can make sound business decisions using strong judgement and common sense.
- A person with high emotional intelligence, capable of having difficult conversations so subordinates grow and learn from the experience.

If you are motivated by the thought of this challenge ....

And can demonstrate success through 4-6 years of supervisory experience, preferably within a financial institution, with credit adjudication or lending and call centre experience, then this position may be for you!

*Get to know us*

**TCU Financial Group** is a credit union grown by Saskatchewan people. For 70 years we've been rooted in the province of Saskatchewan, creating our story, growing and evolving alongside the needs of our members. We provide a full suite of financial solutions to people and businesses across the province and one thing that has never changed – our heart remains committed to the people and the communities we serve.

*Rewarding times ahead*

To support the evolution of our organization, we need talented people who are passionate about creating and delivering meaningful financial solutions for our members. In addition to providing competitive compensation, benefits and pension programs, we support our TCU Financial Group Team and their families by providing an enhanced vacation program to enjoy time doing what they love outside of work.

Thank you for your interest in exploring your future with us!

**The deadline for this career opportunity is Wednesday, January 28, 2026.**

To apply for this position, please visit the TCU Financial Group Job Board -