

September 16, 2021



We are **HIRING!**

Product & Data Analysis Coordinator

Corporate Office

Parental Leave Contract Position

(18-Month Contract)

Annual Salary Range: \$45,338 - \$53,339

Eagle River Credit Union is a full-service financial cooperative organization that is deeply committed to the communities in which we live and work. We are currently seeking an individual with the desire to work in a solutions-focused and member driven environment and share in our success as we continue to grow!

The Position

The Product & Data Analysis Coordinator is the central go-to person for data intelligence related to member profile; product usage, including card and electronic services; and branch traffic. The incumbent is also responsible for updating the Credit Union's Products and Services manual; maintaining the Credit Union's internal intranet site; oversight, reporting and analysis of electronic services; and supporting the product knowledge training for existing and new employees.

Key Responsibilities Include:

- Ensure that data analysis and analytics provided is tailored to the needs of the business and the internal customer requirements.
- Coordinate and administer the card programs for the Credit Union. This will include card maintenance, dispute resolution, and coordinating training to staff on card products.
- Coordinate and administer electronic services, including mobile and on-line banking, and e-documents.
- Conduct product cost analysis and provide reports to management.
- Build a score system for evaluating the usage, profitability, and viability of our standard core products (Retail and Commercial).
- Develop monthly updates of pricing sheets, data sheets, competitive landscape snap shots, and keep an updated database on price changes.
- Assist in testing and piloting, as well as maintenance and enhancements to suite of products and services, and electronic banking solutions.
- Responsible for website content and management.

The Person

Successful completion of a Business Degree plus banking experience would be an asset, however not a requirement. The incumbent will have:

- Superior customer service and building relationship skills.
- Proven ability to align personal objectives with the strategic goals of the organization.
- An outgoing and self-motivated nature with strong work ethics.
- Demonstrated critical thinking and problem-solving skills.
- Proven history of accuracy and high attention to details.
- Superior communication and time management skills.

Compensation and Benefits

- We offer competitive compensation and benefits with performance-based incentives. Our generous benefits package includes but is not limited to tuition reimbursement, training, and personal development; Flexible Health and Dental Plan; Registered Pension Plan; and paid volunteer time.

To apply, please forward your resume to HumanResources@ercu.ca , or you may complete our online application on our website and upload your cover letter and resume [Eagle River Credit Union - General Job Application \(eaglerivercu.com\)](https://www.eaglerivercu.com). Alternatively, you may drop it off at any of our 6 Branch locations.

Applications will be accepted until Friday, October 1, 2021.