

**Company:** Sunshine Coast Credit Union  
**Job Type:** Full Time



### **MEMBER EXPERIENCE COACH**

Calling all professional coaches! We have an exciting opportunity for someone to join our organization in a newly-created Member Experience Coach position. This role will deliver proactive coaching and leadership to staff in a multi-branch network, while transforming people, processes and the health of our organization. The Member Experience Coach will build and lead a high-performing team and encourage accountability, growth, change, and bottom-up innovation. Use your professional coaching expertise to help create a position that is best-suited to meet the needs of staff, members, and the organization.

We offer a highly-competitive wage, ongoing learning and development, career progression, and an impact on our local community. Join us on the beautiful Sunshine Coast and get the best of both worlds – a relaxing lifestyle filled with recreational activities including boating, hiking, and much more, while only a short 40-minute ferry trip from Vancouver.

### **What You'll Do**

The Member Experience Coach will play an exciting and important role within our organization. This position will empower employees with the skills, tools, and abilities to provide member-centric advice, helping members achieve overall financial health. You will act as a change agent, helping our organization transform within a fast-paced and innovative industry, while helping staff navigate the complexities of change. You will collaborate with others and create and maintain strategic alliances with various internal and external groups.

### **What Does the Ideal Candidate Bring?**

In addition to a formal professional coaching designation and related post-secondary education, we are looking for an individual who has at least 5 years' experience in a coaching or coaching-to-sales position, with preference to those who have worked in a financial institution and have retail branch, mutual fund, and/or commercial and small business experience; a combination of education and experience will be considered. The successful incumbent will have advanced knowledge of performance coaching techniques and change management practices. In addition, we are looking for an individual with strong leadership skills and an ability to create and sustain a culture focused on relationship building, achieving results, and organizational objectives. You will also demonstrate effective problem solving, decision making, collaboration, and communication skills.

### **About Sunshine Coast Credit Union (SCCU)**

For over 78 years, Sunshine Coast Credit Union and their members have been helping build a healthy, strong, vibrant Coast community. We are a full-service financial institution with assets exceeding \$700 million, serving 17,000 plus members in three growing coastal communities in British Columbia. Sunshine Coast Credit Union is committed to enriching the financial well-being of our members and our community.

*An exceptional career & vibrant lifestyle. Have it all at Sunshine Coast Credit Union.*

**How to Apply**

If you are intrigued by this opportunity, please submit a current resume and cover letter in confidence to Leaders International Executive Search by email:

[vancouver@leadersinternational.com](mailto:vancouver@leadersinternational.com)

CLOSING DATE: Until filled

To view the full role profile please click on the link below:

<https://leadersinternational.com/sunshine-coast-credit-union-member-experience-coach/>

*We thank all candidates for their interest, however, only those selected for an interview will be contacted.*

***An exceptional career & vibrant lifestyle. Have it all at Sunshine Coast Credit Union.***