

LEADERSHIP YOU CAN TAKE TO THE **bank.**

TEAM LEAD, DEPOSIT SERVICES – BRIDGEWATER BANK, CALGARY AB

While other people idolized Harry Potter or Dumbledore, you were all about the goblins of Gringotts – a bank with the motto “strength through loyalty.” After all, there’s nothing cooler than collaborating with a tight-knit team to help people with their finances. You understand the importance of process, get a thrill out of an elegant workflow, and love looking for innovative ways to make things better. You might even say you work magic.

What moves you

- You're a born problem-solver with a knack for analyzing issues and finding the perfect solution.
- You understand the importance of training and development – not just for your team, but for yourself too.
- You have the eagle eyes of an auditor, detecting errors and omissions to mitigate risk.
- You're a natural juggler whose talent for multitasking keeps projects moving forward.
- You have a coach's mentality, effectively guiding your team from success to success (no whistle required!).

What you'll do

- Report to the Manager, Deposit Services.
- Oversee the work of Deposit Associates and ensure their timely training and development.
- Ensure clarity, consistency, and adherence to established guidelines and processes to minimize delays in processing deposit transactions.
- Collaborate with the Deposit Services Manager to manage daily workflow of the Deposit Services department.
- Ensure staff are providing optimal service levels by establishing and maintaining quality standards and production levels.
- Lead the audit process, ensuring all documentation and input requirements are met.
- Assess files for risks and errors, then provide management with a detailed analysis and recommendations around your findings.
- Act as a subject matter expert representing the Deposit Services department for bank initiatives.
- Promote innovation within the department and motivate others to adapt new concepts that foster continuous improvement.
- Maintain a thorough understanding of department operations and quality/service standards.
- Act as a department resource about financial processes and practices – and the impact of control deficiencies – to minimize errors and time spent on error detection.
- Act as the first point of contact for Deposit Services staff.

What you've done

- You have a post-secondary degree in a relevant field, such as commerce, business management or finance.
- You're no newbie; you have at least four years of experience in mortgage lending or a financial institution.
- You have beginner to intermediate proficiency with Microsoft Office Suite, with an emphasis on Excel.
- You understand Deposit Service-related systems and software.
- You have a proven track record of managing conflict in a fair, respectful way. You're so diplomatic, you could work for the United Nations!
- You've worked in jobs where meticulous organization, prioritization and planning have been vital to success.
- Your experience includes thinking strategically to solve problems and improve processes.

If this is you, we want to see you. And you want to see us.

Apply today: careers@bridgewaterbank.ca