

Credential[®]

The Opportunity

We're looking for an **Administrator** to join our Processing team in the **Operations** department.

Credential's Operations team is at the heart of our organization and the driving force behind our company's success. They're the go-to people for getting stuff done. This dynamic and ambitious team strives to continuously improve and provide exceptional service by supporting a wide range of stakeholders.

A career with Credential means being part of an organization dedicated to your success. It means belonging to a group of talented individuals who live our values – partnership, innovation and community – every day.

Who you are:

- You're a motivated self-starter with the drive to set priorities and manage deadlines
- You take pride in developing a deep understanding of internal business processes
- You take initiative, seeking out and owning opportunities to improve yourself and your team, and our business
- You have a client-centric mindset and strive to exceed partner and client expectations through every interaction
- You're comfortable in a fast-paced environment, maintaining a keen attention to detail even when under pressure
- You're a life-long learner, staying current on market events, industry news, and innovative trends and technologies.
- You believe that all Canadians should have access to sustainable financial strength, and you're committed to long-term wealth solutions.
- You consider the impact of your actions on your team members, our partners, our clients, and the places where we live and work.

What your day looks like:

- You're the lifeline to all other departments in Credential, providing support to internal departments and communicating to stakeholders through phone and email
- You're helping with our partners and clients' financial future by processing daily transfers, new account set-up and registered plans requests
- You're using various systems and technologies with ease and finesse while complying with industry regulations
- You're ensuring we're on track and compliant by updating our internal manuals with the ever changing financial industry landscape
- You realize the daily operational success of our business relies on your smooth, efficient and accurate flow of work through the organization
- You'll fully embrace our Lean culture by continuously improving our processes and staying up to date on projects and ideas

Your experience and skills:

- 1 year experience in an administrative capacity; financial industry or credit union is an asset
- Successful completion of the Canadian Securities Course and/or the IFIC course is an asset
- Intermediate knowledge with MS Office Suite
- Excellent verbal and written communication skills.
- Problem solving skills and ability to take initiative
- Strong attention to detail, organizational and time management skills.

Delivering an exceptional experience for our partners begins with creating a fantastic workplace for our people. We reward innovation, embrace diversity and curiosity, and foster community giving. Our leaders are dedicated to your success, and provide a supportive coaching environment where you can grow your career – and have fun! Our competitive benefits and rewards package helps you lead a full and balanced lifestyle.

Visit [Credential Careers](#) to learn more.

Who we are:

25 years ago, Canadian credit unions came together cooperatively to build an innovative wealth management offering to serve individual credit unions and their communities. Today, Credential Financial Inc. (**Credential**) is a national wealth management firm providing MFDA and IIROC dealer services, online brokerage, insurance solutions, and correspondent services to over 225 partner credit unions and investment firms across Canada. Our mission is to empower positive growth for all Canadians by providing wealth management leadership, valued advice, and outstanding service.

To learn more about us, watch [The Credential Story](#).