

## President & Chief Executive Officer

Vancouver City Saving Credit Union (Vancity)

*To access full Executive Brief, including contact information, [click](#).*

## Position Description: President & Chief Executive Officer

### Position Summary

Reporting to the Board of Directors, the President & Chief Executive Officer (CEO) oversees the strategy that will lead to transformational growth with impact consistent with Vancity's vision and values and will foster a highly engaged workforce that redefines wealth for the members and communities it serves. The President & CEO is accountable for the overall leadership, strategic direction, and business results of the organization in the credit union, and in its subsidiaries Vancity Investment Management and Vancity Community Investment Bank. The new President & CEO will challenge status quo thinking and push the boundaries of what is possible while instilling trust and confidence to engage others in a different kind of conversation. The President & CEO will reshape and build a thriving future for Vancity and its stakeholders by enhancing the member experience, expanding membership, leveraging technology, further developing diversity and talent, and by creating a high performing and efficient organization.

### Key Responsibilities

#### 1. Board Engagement

- Works closely with the Board on strategy, executes its direction and can build effective relationships with the Board based on trust and mutual respect.
- Balances strong points of view with open-mindedness and flexibility and demonstrates self-awareness, bringing a genuine level of intellectual and professional humility in their interactions with the Board.

#### 2. Operational Leadership

- Enhances organizational excellence by ensuring technology, processes, systems and policies meet the evolving needs of members and staff.
- Instills a culture of innovation and responsiveness to dynamic and changing environments.
- Reviews and approves major decisions that could impact the overall success of the organization.
- Employs effective risk management practices, controls and management oversight to achieve an appropriate balance between value creation and value preservation of member and organizational benefits.
- As chief strategist ensures strategy – including for scale and growth – is values-based and vision-driven. Proven track record of success through integrated performance across revenue, costs, and risk.

#### 3. Transformation Orientation

- Develops and implements a transformational strategy for sustainable growth with impact that achieves the organization's that advances Vancity's vision.
- Understands and can lead organizations through rapid and dynamic change.
- Working with the Chief Technology and Information Officer, ensures that there is

a clear technology and digital transformation strategy in place and the company is executing against it in an urgent and focused manner.

- Can turn transformational vision into reality, inspiring, shaping, and mobilizing for change.

#### **4. People and Team Leadership**

- Is a champion of Diversity, Equity, and Inclusion (DE&I) and Reconciliation and recognizes that these principles are embedded in everything Vancity does and how its leaders lead.
- Develops and implements an external leadership strategy that engages and activates the support of the broader community around Vancity' and VCIBs vision.
- Develops a highly engaged, diverse and capable workforce and management structure (including succession planning) to execute the three-year plan and build great relationships with members.
- Establishes a culture of leadership that aligns with Vancity's vision and values and empowers employees to activate member-led innovation in service of redefining wealth.
- Assess and develops talent, including the ability to take decisive action when required (e.g. mentoring and coaching skills).
- Develops a strong executive team and harness their transformative power to engage employees in pursuit of a common goal.

#### **5. Strategic Analysis and Influence**

- Develops and implements a strategy and policy framework for the organization that is consistent with Vancity's vision and values.
- Generates potential solutions and recommendations that are defensible (based on information), sustainable (based on clearly articulated, anticipated outcomes), and considered (based on a comprehensive review of the alternatives).

#### **6. Community Catalyst**

- Develops and implements an external leadership strategy that engages and activates the support of members and the broader community around Vancity's vision.
- Speaks effectively to diverse audiences and in a variety of public venues/forums. Understands all sides of an issue and builds relationships with diverse stakeholder groups based on trust.
- Understands and is able to speak to the unique strengths and benefits of the cooperative model.
- Exercises the appropriate care, diligence and skill required to act in the best interests of the organization and to adhere to and enable the Vancity statement of values and commitments.

### **Reporting Relationships**

Reports to: Board of Directors

Direct reports: Chief Risk Officer  
Chief Financial Officer  
Chief Member Services Officer  
Chief External Relations Officer

Chief Technology & Information Officer  
Chief Equity & People Officer

Total Employees: 2,700