



The Alberta Motor Association is a membership organization where the action of every individual supports the Vision, Values, and Expected Behaviors of the Association.

*Our motto is simply: Relationships built on outstanding member experiences.*

Bridgewater Bank is a wholly owned subsidiary of the Alberta Motor Association (AMA).

The AMA is one of Alberta's largest and most respected membership organizations that's been serving Albertans since 1926. In addition to providing a challenging, safe and rewarding work environment the Alberta Motor Association (AMA) offers a competitive salary and benefits package including short and long term variable pay incentives, retirement plans, learning support, work environment, and hours of work.

## MANAGER, MORTGAGE RECOVERIES

### The Position

The primary responsibility of this position is to manage the Mortgage Recovery department by developing and implementing policies and procedures to increase the efficiency and effectiveness of the area.

**Division:** Bridgewater Bank

**Reports to:** Manager, Credit

**Reporting to this position:** Supervisor, Mortgage Recoveries, Mortgage Recovery Officer's, Foreclosure Officer's and Mortgage Recovery Administrator's

**Reporting indirectly to this position:** N/A

### **Major Accountabilities/Responsibilities:**

*Includes but not limited to the following:*

- Manage workflow process and efficiencies of Mortgage Recoveries department
- Develop, implement and monitor the effectiveness of training programs
- Develop and implement effective Mortgage Recovery Policies
- Foster a team environment by sharing knowledge and information

### Education/Licensing/Certification)

- Post secondary education in Business
- Minimum 5 years in a management/leadership roles
- Minimum 5 years lending institution experience

## **Skills and Proficiency**

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- Strong planning, analytical and problem solving skills
- Proven team-building capabilities
- Solid business acumen, process assessment and project management skills
- Diplomatic, politically astute and a collaborative negotiator

## **Personal Characteristics**

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- Proven integrity and ethics
- Action oriented
- Superior communication and organizational skills
- Passionate about people and teams
- Committed to understanding the impact of actions on staff and processes

*We thank all applicants for their interest, however, only candidates selected for interviews will be contacted.*