



Deposit Services Specialist

Position Detail

Job Type: Full-Time, Permanent, One (1) New Vacancy

Hours of Work: 37.5 hours per week

Location: Flexible across our Toronto branch network

Work Arrangement: Remote work available based on operational requirements; primarily in-person

About Us

Northern Birch Credit Union is a community-based financial services cooperative serving our member communities for over 75 years. With over \$200m in assets, a strong capital base, and a dedicated team, we are entering a period of transformation to expand our personalized, competitively priced services to new communities and to take advantage of the technological evolution underway in Canadian financial services.

We are building a nimble entrepreneurial culture that promotes financial and technological fluency and is grounded in core cooperative values: respectful of the individual, collaboration, and social responsibility.

Our mission is to provide for the financial well-being of our members and to contribute to building stronger member communities. We focus on knowing our members and serving their evolving financial needs over their lives. We provide financial and leadership support to community initiatives.

About the Role

As Northern Birch continues to evolve, we are seeking a detail-oriented and service-focused professional to join our Member Services team. This role is ideal for someone who enjoys specialized operational work, thrives in a collaborative environment, and is passionate about delivering exceptional service to both members and colleagues.

Reporting to the Member Service Manager, the Deposit Services Specialist serves as Northern Birch's subject matter expert for specialized deposit services, providing operational support across estate administration, broker deposits and registered and non-registered products. The role is responsible for ensuring these specialized services are delivered accurately, efficiently, and in compliance with legislative and regulatory requirements while supporting our branches with complex inquiries and operational guidance and support across the credit union.

Why Join Us?

- Make an impact in a growing credit union
- Expand your expertise in specialized deposit services
- Collaborate with an experienced and supportive team
- Grow your career through continuous learning and development

Key Work Activities:

- Act as Northern Birch's subject matter expert for specialized deposit services, providing operational support and guidance to the Member Services team.
- Administer estate accounts, including deceased member estates, powers of attorney, probate documentation, account closures, transfer, and distributions while ensuring legislative and policy compliance.
- Coordinate broker deposit administration, including deposit process, documentation, record maintenance, and collaboration with the Finance team.
- Support the administration of registered and non-registered deposit products, ensuring accuracy, regulatory compliance, and operational consistency.
- Provide guidance and support to branch staff on complex deposit-related inquiries, non-routine transactions, and specialized member requests.
- Maintain accurate records, complete reconciliations and operational reporting, and support month-end, year-end and other regulatory reporting requirements.
- Identify opportunities to improve processes, strengthen operational controls, and enhance service delivery across deposit services.
- Ensure compliance with applicable legislation, anti-money laundering (AML), privacy requirements, internal policies, and regulatory standards while protecting confidential member information.
- Build positive relationships with members, colleagues and other external stakeholders to deliver an exceptional member experience.

Experience

- Post-secondary education in business, finance or a related discipline.
- 5+ years of experience in a financial institution, with experience in deposit administration, estate administration, registered products or specialized back-office banking operations.
- Knowledge of registered and non-registered deposit products and related operational processes.
- Strong understanding of applicable legislation, regulatory requirements, and operational controls.
- Excellent organizational skills with exceptional attention to detail and the ability to manage multiple priorities.
- Strong written and verbal communication skills with a collaborative, member-focused approach.
- Proficiency with Microsoft Office applications and banking systems.

Assets

- Credit union experience
- Experience administering broker deposits.
- Strong familiarity with estate administration, probate documentation, and powers of attorney.
- Experience with deposit reporting, reconciliations, and regulatory reporting.
- Experience with the DNA banking system is considered an asset.
- Proficient in Estonian or Latvian is considered an asset.

Compensation and Benefits

\$58,000 to \$65,000 annually

Northern Birch Credit Union offers a comprehensive total rewards package, including:

- Annual performance bonus
- Comprehensive health and dental benefits
- Employer-sponsored retirement savings program
- Paid vacation and personal days

- Professional development opportunities

The starting salary will be determined based on the successful candidate's qualifications, experience, internal equity, and organizational needs.

How to Apply?

Submit your résumé and cover letter to careers@northernbirchcu.com

The successful candidate must successfully complete a background check, be bondable and be legally eligible to work in Canada.

Northern Birch Credit Union does not use artificial intelligence (AI) to screen, assess, or select applicants. Applications submitted through third-party job boards may be subject to the job board's own screening tools.

Northern Birch Credit Union is committed to providing accommodations throughout the recruitment process in accordance with the Ontarians with Disabilities Act (AODA). Applicants requiring accommodations are encouraged to notify us at any stage of the recruitment process.

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

Recruitment records are retained in accordance with applicable Ontario legislation.