

FINDING WORK



ATB FINANCIAL

The Company

Alberta Treasury Branches, doing business ATB Financial, is a financial institution and crown corporation owned by the province of Alberta and is regulated entirely by the Government of Alberta under the authority of the *Alberta Treasury Branches Act and Regulations*. It has been a provincial Crown corporation since 1997 and has assets of \$25.4 billion.

Some 5,000 associates provide Personal and Business Financial Services, Agri-industry, Corporate Financial Services, and Investor Services to more than 670,000 Albertans in 242 communities.

In 2010, it was named one of Canada's 50 Best Employers by Report on Business Magazine, one of the 75 Best Workplaces in Canada by the Great Place to Work Institute, and one of Alberta's Top 40 Employers by Mediacorp Canada Inc.

ATB has built strong customer relationships in the pursuit of its vision to be Alberta's first choice for financial services. ATB's goal is to ensure that we deliver the best value to each customer through a competent, professional, and engaged team of associates to provide a fair return for our shareholder, the Province of Alberta.

The Wainwright Branch is one of the main financial institutions in Wainwright, and typically employs 12 full-time and 3 part-time staff from May through September to cover front line counter duties.



The Work

The Branch offers a full banking service, including Personal and Business Financial Services, Agri-Industry, Corporate Financial Services, and Investor Services.

The Bank offers positions as Customer Service Representatives, Investment Specialists, Customer Service Specialists, Personal Financial Lenders and Account Managers. For further information see the careers link on www.atb.com.

The Ideal Candidate

The ideal candidate should have the following attributes:

- Excellent people skills
- Good oral communication skills
- Be friendly, outgoing and responsible
- A background in public speaking would be an asset
- Willingness to learn
- Be presentable and self-motivated
- Previous ATB experience a definite asset
- Knowledge of ATB banking services a definite asset



Customer Service Representative

- Cheque cashing
- Taking deposits
- Bill payments
- Providing change, cash wires, travellers cheques and miscellaneous transactions
- Grade XII preferred
- Should have basic computer skills and good people skills

Investment Specialist

- Several courses in ATB Training modules a requirement
- Must have completed a course in Mutual Funds with the Investment Funds Institute of Canada or equivalent
- Must have completed regulatory and product training in GICs, RRSPs, RESPs, and Tax Free Savings
- Usually promoted from within

Customer Service Supervisor/Office Supervisor

- Supervises personnel in office
- Provides coaching, assessment and reviews
- Provides guidance on cash limits and decision making
- Responsible for other human resource issues and functions, scheduling vacations, direct reports
- Ability to team-lead and maintain effective training programs within the Branch
- Degree or Diploma in Business, Commerce or Marketing or equivalent entry level requirement
- Must be mobile

Personal Financial Lenders

- Personal lending, for example: vehicles, personal MasterCard, home mortgages
- Home Equity Lines of Credit
- All lending functions tied to personal need
- Generally promoted from within, usually rises through the ranks
- Previous bank experience plus training and an appropriate degree, e.g. BComm.

Account Managers

- Tied to business and agri-lending
- Retail, commercial, agricultural, oil patch, business loans and service
- Expert knowledge of commercial and retail lending policies and products
- Strong analytical and financial analysis skills

- A strong understanding of credit policies and practices
- Model and demonstrate sales/service and behaviours
- Recognized business degree or diploma, or an equivalent combination of training and experience
- Farming background an asset
- Must be transferable
- Usually trained at chosen branch and then transferred to permanent position

Training

ATB requires employees to complete several on-line training courses which cover a range of topics, including Code of Ethics, Declarations, FOIP. All employees are offered mentoring and job shadowing as part of their training.

Hours of Work, Pay and Benefits

Hours of work are typically Monday to Thursday 8:30 a.m. to 4:30 p.m., Friday 8:30 a.m. to 5:00 p.m. The branch is closed on Saturdays, Sundays, and Statutory Holidays.

Remuneration is dependent upon position, qualifications and follows the industry guidelines and ranges. Vacation time is awarded at ¼ days per month, or 3 weeks per annum. Vacation increases after 5 years of service. Junior staff is unionized through A.U.P.E. Management personnel are out-of-scope.

ATB provides a flexible benefit package and offers 10 special days per year as part of the package.

ATB Financial rewards performance through a combination of salary and incentive pay programs. We also offer an industry-leading reward and recognition program that celebrates individual, team, company and community achievements.

ATB Financial was recently acknowledged by *Benefits Canada* as having one of Canada's Top 30 Benefit and Pension Plans.

How to Apply

Recruitment for local positions is primarily through word of mouth and local newspapers.

Management positions for external candidates are typically advertised through the ATB website or *Monster* Talent Management Suite (TMS) System. Resumes for local positions are kept on file for a certain period.

Interested local applicants should drop off their resume and references in person to the front desk, or as otherwise directed, to:

Joan Tindall, CSS
ATB Financial Wainwright Branch
509 – 10th Street
Wainwright, AB T9W 1P4

Tel: 780 842-4441