



ENGAGEMENT MANAGER

Halifax, Nova Scotia (Remote/Hybrid)
Employment Term: 1 Year Term
Minimum Experience: Experienced

WHAT WE OFFER

At League Data, we pride ourselves on being an engaged, innovative, team-oriented company that drives results through collaboration and leadership at every level. We offer a flexible work environment that includes both remote and hybrid work options. Our team enjoys modern amenities such as an onsite gym and parking when working from the office, along with professional development opportunities, fun team get-togethers throughout the year, and a competitive salary and benefits.

As part of the Canadian credit union system, League Data is at the forefront of community-based financial services that give back to our members and communities. Working at League Data is more than just working on digital banking technology – it's an opportunity to serve your community through unique challenges that will help you grow and make a positive financial difference in the lives of our members.

WHAT WE DO

League Data is the Chief Information Officer (CIO) for the Atlantic Credit Union System, providing enterprise information technology services and support to credit unions across Nova Scotia, New Brunswick, Newfoundland and Labrador, and Prince Edward Island. Our focus is to provide fully integrated technology solutions that deliver an exceptional credit union member experience while optimizing administration and operational costs.

WHAT THE ROLE LOOKS LIKE

Reporting to the Engagement Lead, the Engagement Manager is responsible for building and maintaining relationships, while engaging department functions. The Engagement Manager advocates for the customers' business requirements ensuring that League Data solutions meet expectations. Acting as an ally and voice to Credit Unions, the Engagement Manager is responsible for navigating challenging discussions within the senior leadership level, system partners, and the Credit Unions. Travel is also a requirement of the position.

WHAT WE NEED

- **Relationship Management and Advocacy:** Cultivate and maintain strong relationships with customers and stakeholders. Act as a customer advocate, ensuring their needs and expectations are met through effective solutions and services.
- **Business Alignment and Consultation:** Align business strategies and objectives with customer needs. Provide expert consultation to help customers achieve their goals while leveraging League Data's services.
- **Market Knowledge and Collaboration:** Stay informed about market trends and industry best practices. Collaborate with internal departments to drive cross-functional projects, problem-solve, and make recommendations for overall company success.
- **Communication and Change Management:** Utilize effective communication strategies to keep all stakeholders informed and engaged. Influence and manage change initiatives smoothly, ensuring minimal disruption to customer operations and the ability to embrace change.

SKILLS THAT WILL HELP YOU ROCK IN THE ROLE

- Customer Advocacy
- Effective Communication
- Strategic Thinking
- Project Management
- Change Management
- Analytical Skills

QUALIFICATIONS

- Diploma or Degree in Business or a related field
- 5 years of related experience, with specific experience in strategic customer relationship management
- Experience in a financial institution would be considered an asset.
- Completion of a Change Management Course or Certification would be considered an asset.

INCLUSION AND BELONGING

League Data is committed to providing a healthy, safe, and supportive work environment that values diversity, is free from discrimination, and enables all employees to effectively use their strengths, skills, and experience to contribute to our performance, service delivery, and culture.

League Data practices equitable hiring while creating a diverse and inclusive culture that empowers each employee to contribute, be authentically themselves, and celebrate our differences. Inclusion is embedded in our core values.

Closing: May 31, 2024 EOD