

The Ombudsman for Banking Services and Investments (OBSI) is Canada's independent, not-for-profit organization committed to fairness and trust in financial services. Serving over 1,500 firms and their customers nationwide, OBSI provides an impartial, bilingual avenue for resolving disputes and strengthening confidence in the financial system. With a growing, nationally distributed team and a mandate rooted in integrity and innovation, OBSI offers a unique opportunity to make a meaningful impact on Canadians' financial lives.

The Opportunity

OBSI is seeking a **Community Director** to join the Board of Directors, an engaged and collegial governing body responsible for providing strategic oversight and governance to ensure the organization continues to deliver on its public-interest mandate.

As a Community Director, you will help guide OBSI's strategic direction, strengthen accountability, and uphold its independence and transparency. You will bring insight, oversight, and foresight – working collaboratively with fellow Directors and the executive leadership team to ensure effective risk management, operational excellence, and responsible innovation.

This is a governance – not operational – role requiring engagement at both the Board and Committee levels.

The selected candidate will be formally appointed at OBSI's Annual General Meeting in **March 2026**.

The Ideal Candidate

You are a thoughtful and values-driven leader who believes in fairness, access, and trust. You understand how strong governance supports public confidence, and you bring curiosity, sound judgment, and a collaborative approach to decision-making.

You may come from business, financial services, law, compliance, risk management, operations, communications, technology, or other highly regulated sectors such as health, telecommunications, or transportation. Experience in public policy, consumer advocacy, or community leadership will also be considered a strong asset.

Above all, you bring a desire to contribute to an organization that makes a tangible difference in Canadians' lives.

Capabilities and Strengths

The following capabilities are key to success in this board role. While no one candidate may embody them all, you bring a strong foundation in several and the experience, judgment, and insight to engage confidently across the rest.

You understand the responsibilities inherent in good governance and bring sound judgment, comfort with policy-based decision-making, and familiarity with oversight at the board level – credentials such as ICD.D or C.Dir would be considered assets, although not required. Strategic and generative in your thinking, you look beyond immediate issues to anticipate emerging risks and opportunities, helping the organization remain relevant and resilient in a changing environment. You appreciate the importance of effective risk management and understand how boards balance innovation with prudence to foster responsible decision-making.

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Community Director, Ombudsman for Banking Services and Investments



Technological awareness and digital literacy are also valuable in this role, including an understanding of how emerging tools, such as AI, influence operations, strategy, and governance. You bring financial and business acumen, with the ability to interpret financial statements, performance indicators, and audit or compliance processes; a CPA designation would be considered a plus.

Above all, you are guided by a genuine interest in promoting fairness, accessibility, and the public-interest mission that defines OBSI's work. You bring empathy, respect for diversity of thought and experience, and a collaborative approach that helps foster a collegial, productive board culture. With executive presence and strong communication skills, you listen thoughtfully, contribute constructively, and help build consensus around shared goals.

Eligibility

To ensure balanced national representation, OBSI is currently seeking candidates located in **Atlantic Canada or Western Canada**.

To maintain independence of the Community Board Member role, candidates must not have been employed by, served on a board of, or provided substantial professional services to any OBSI participating firm for a minimum of two years prior to appointment (March 2026).

To Apply

If you share OBSI's commitment to fairness, independence, and public trust – and wish to contribute to an organization that plays a vital role in supporting confidence in the Canadian financial services sector – please connect with KBRS.

If you are interested in pursuing this opportunity, please apply online at <https://www.kbrs.ca/Career/17619286503320000008awq>. For more information or to ask any questions, please contact Kimberly Chan-Fee, Senior Executive Search Coordinator, at kchanfee@kbrs.ca, Catherine J. Woodman, Partner, at cjwoodman@kbrs.ca, or Erin MacDonald, Consultant, at emacdonald@kbrs.ca.

Commitment to Diversity and Accessibility

OBSI believes that embracing diverse perspectives and backgrounds enriches the organization and drives innovation. There is dedication to equity to ensure that every individual has access to the same opportunities, while inclusive practices create a welcoming environment for all. OBSI strives to build a workplace where everyone feels valued, respected, and empowered to contribute their unique talents.

KBRS will provide support in its recruitment processes to applicants with disabilities, including accommodation that considers an applicant's accessibility needs. If you require accommodation to participate as a candidate in the recruitment process, please contact accommodate@kbrs.ca or communicate your needs to our team.