

## EMPLOYMENT OPPORTUNITY

### MEMBER SERVICE REPRESENTATIVE

Permanent Part-time

THE POSITION: Reporting to the Office Manager, this position will provide members and prospective members with a variety of services, and will promote and sell cash and non-cash related deposit products and services with professionalism and accuracy. The successful applicant would be expected to be able to work independently, but also function as part of the team, in order to contribute to the smooth provision of service to our members. Areas of responsibility include, but are not limited to:

- Processing member transactions such as deposits, withdrawals, loan and utility payments, the calculation of foreign and domestic exchange, telephone transfers, cheque cashing, and electronic fund transfers, and term deposits.
- Providing service in opening new memberships and new accounts, safety deposit box access, night deposit, and automated cash machine.
- Working as part of a team when the organization rolls out new products or services.
- Respond to member inquiries, and assists members to identify and utilize the product and/or service that best meet their needs.
- Develop member relationships through service excellence and product knowledge.

### MINIMUM QUALIFICATIONS:

- Grade 12 diploma; related post-secondary education, or experience in a related field, is considered a definite asset.
- Must be bondable.
- A commitment to a professional image at all times, and to the highest amount of respect for privacy and confidentiality of credit union operations.
- Excellent interpersonal and communication skills, both with members/customers and co-workers.
- Some proficiency in Microsoft Office products, and other technology/programs.
- Experience with using a broad range of digital channels and devices (ie: mobile applications, online services, smartphones, tablets, etc.).
- Commitment to continual professional development, and to fostering community relationships.
- Ability to flex days/hours to some degree, depending on team needs.
- Some intermediate knowledge of Turtleford Credit Union's products and services.

### COMPENSATION:

Shall be commensurate with qualifications and experience. Turtleford Credit Union offers a comprehensive employee benefits package, including a company matched pension plan.

CLOSING DATE: May 31<sup>st</sup> 2019

Please submit resume to:

Turtleford Credit Union Limited  
PO Box 370  
Turtleford SK S0M 2Y0  
Ph: (306) 845-2105  
Fx: (306) 845-3035  
Email: [info@turtleford.cu.sk.ca](mailto:info@turtleford.cu.sk.ca)