

Job Posting

Job Title: Member Services Representative I
Location: London Branch
Grade: 2
Hourly Rate: \$14.60

Job Function:

Provide range of services to member including responding to inquiries, analyzing needs and assisting members to utilize the products or services which best meet those needs; cross sell credit union products, process member transactions; process member requests for account updates; resolve routine problems with member accounts; safeguard and balance cash under control.

Major Duties and Responsibilities:

1. Participate in deposit building, continuously promoting and selling Credit Union products and services to members and non-members.
2. Provide prompt, courteous service to members, striving to increase member satisfaction with the level of service provided.
3. Provide assistance to members by answering questions and providing quality member service through a limited range of financial services (deposits, withdrawals, transfers and loan payments).
4. Fulfill members financial needs: cash/certify cheques, receive bill payments, order cheques, buy/sell foreign cash, process member statements, personal money orders, travelers cheques; assist with RRSP and RRIF, set up term deposits, pay utility bills, assists with money transfer procedures.
5. Develop a basic knowledge of all Credit Union products and services.
6. Learn about new products and services as they are introduced.
7. Maintains daily blotter and balances own cash.
8. Performs other duties as assigned by Branch Manager, Assistant Branch Manager, Branch Coordinator or MSR III.

Qualifications for Recruitment:

1. Excellent communication skills, both verbally and in writing in English and Polish.
2. Customer service orientation, organization and problem solving skills, with attention to detail.
3. Valid Driver's License, good driving record, ownership of a motor vehicle preferred.
4. Basic computer skills

Reports to: Branch Manager

Apply in writing to: Tom Falfus, Human Resources Manager, by July 20, 2010.

Part-time (Up to 24 hours a week)

Bargaining Unit Position

Posted July 13, 2010 concurrently internally and externally