

Employment Opportunity

Senior Member Service Representative

(1) Full-time

Are you looking for a career that offers endless personal potential and makes a difference in the community? Look no further! Churchbridge Credit Union is expanding our team, and we want someone who's driven, passionate and looking to build a better world. At Churchbridge Credit Union it's about more than conducting a banking transaction, it's about creating a personalized experience for each member. We do this by keeping it simple and lending an ear to each member's individual needs.

Churchbridge Credit Union is currently seeking a Senior Member Service Representative (MSR). Reporting to the Member Service Manager, the role of the Senior MSR will be:

- Responsible for the provision of personal service to members and work leadership to other MSR's.
- Performs similar functions as an MSR but in addition performs a variety of routine administrative member services activities and resolves non-routine problems and enquiries referred by MSR's.
- To organize daily work activities and schedule, and provides orientation, training and direction to MSR's to ensure compliance with position requirements.
- To develop and maintain effective member relationships, identifies member needs and promotes products and services to meet needs or refers more complex matters and service requirements to others as appropriate.

Qualifications:

Successful completion of a 1 year post-secondary training program concentrating on business studies, 4 to 6 years of related experience or a equivalent combination of education and experience, proven experience within the area of member service, demonstrated excellence in the area of coaching, mentoring and training and thorough understanding of credit union operations, procedures and the banking system. We seek a flexible team player who is comfortable with a changing environment while remaining focused on our goal of improving the financial wellbeing of every member.

What You Get in Return:

Our team works tirelessly to ensure the financial success of each of our members. Churchbridge Credit Union offers competitive compensation and benefits package, formal and informal employee development, and meaningful work that makes a real difference in our members' lives.

Our Organization:

Churchbridge Credit Union is a rural based, community focused Credit Union with 2 branches, assets over \$210 million, and over 30 employees serving 3070 members. Churchbridge Credit Union builds relationships by providing financial solutions and supporting its communities. Employee engagement is valued and there is ample opportunity for growth for career-minded individuals. Our organization has branches in Churchbridge and Langenburg, while also serving many surrounding communities.

If this opportunity piques your interest, you may be the new team member we've been looking for! **This position will remain open until October 4, 2023.**

Please submit your resume, in confidence via email or mail to:

Churchbridge Credit Union
Attn: Human Resources
Box 260
Churchbridge SK S0A 0M0
careers@churchbridgecu.ca



Churchbridge Credit Union
BRINGING
COMMUNITIES
Together