

Member Service Representative

New Community Credit Union is a full-service financial institution with assets of 170M. With bright and modern facilities, NCCU is a single branch credit union located near downtown in the City of Saskatoon. With the rejuvenation of Riversdale & River Landing NCCU is well positioned for the future. NCCU has 10 FT employees and is looking to add a FT Member Service Representative.

As an MSR you will perform a variety of duties relating to the promotion and sales of deposit products and services. You are responsible for responding to our member's needs and creating long-term relationships with them with the goal of advising and enabling them to achieve their financial goals. Our MSRs must operate with integrity and ensure that the confidentiality and privacy of our member's financial details are always honored.

THE POSITION: Reporting to the Member Service Supervisor, this position is responsible for:

- Responding to member inquiries by providing information on the full range of products and services
- Providing high quality member service and support in the teller/member service area including cash responsibilities, opening/closing accounts, computer data entry and administrative support with telephone answering, reception, and filing.
- Referring members to appropriate experts
- Provide prompt, efficient, accurate and courteous service and information to members and associates for their immediate and future financial needs

Skills:

- Minimum of 1-year experience in a Credit Union or retail environment
- Successful candidate must be motivated, self-starter, with strong member services/sales skills and administrative skills
- Team player with a drive for accuracy, thoroughness, and results
- Demonstrate commitment to continuous self-development and learning, shown by a willingness to change, acquire new skills and to take on new responsibilities
- Experience with using a broad range of digital channels and devices (i.e. online services, mobile applications, smartphones, tablets, etc.)
- Demonstrate mathematical abilities/computer literate
- Excellent interpersonal and communication skills

Compensation: Salary will commensurate with qualifications and experience. In addition to a fixed salary, New Community offers a comprehensive benefits package including a 7% matching pension.

Closing: Qualified applicants are invited to submit their resume in confidence by Monday, January 17, 2022.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Please submit resume and cover letter Careers@NCCU.ca