

## MAINSTREET CREDIT UNION

We are currently recruiting for the following position:

Position: Member Service Representative

Location: Strathroy region – Strathroy, Mount Brydges, Ailsa Craig

Hours: Part-time

Starting Date: ASAP

Pay Grade: \$16.30 to \$20.37 per hour (pay to commensurate with experience)

### **Job Function:**

The primary function of this role is to meet the needs of members in a friendly, efficient and courteous manner, striving to increase member satisfaction with the level of service provided. Able to provide a range of services to members including responding to inquiries, analyzing needs and assisting members to utilize the products or services which best meet those needs, process member transactions, process member requests for account updates and closures, and resolve problems with member accounts.

### **Duties & Responsibilities:**

- Provide prompt, courteous service to members, striving to increase member satisfaction and loyalty with the level of service provided
- Provide assistance to members by answering questions and providing quality member service through a range of financial services including deposits, withdrawals and transfers including recording sales and referrals in ACE as appropriate
- Identify and fulfill members' financial needs; cash/certify cheques, receive bill payments, order cheques, buy/sell foreign cash, prepare money orders and make referrals for travel insurance and assist members with access to their safety deposit boxes
- Accept applications for plastics (Membercard and MasterCard credit cards)
- Actively identifies and promotes traditional and alternative methods for the member to fulfill needs for account and credit union access
- Maintains appropriate cash drawer limits and adheres to other risk management issues in accordance with credit union policy and teller standards
- Balances cash consistently and within assigned time constraints

- Effectively use ACE to further enrich the members' specific profile and support the Advice Based Model
- Handle member complaints in a courteous, professional manner, and escalating to supervisor as necessary
- Refer members to advice staff for lending and investment needs
- Actively supports team, branch and credit union vision and missions with a positive and helpful attitude toward all team members
- Assist with other duties such as ATM balancing, internet banking and night deposits/drop, wire transfers, etc., as required
- Posting of investment/lending transactions
- May be assigned to monitor and maintain treasury and ATM, ensuring cash on hand is adequate and not in excess
- Use of Branch Capture – balance, scan cheques and post to GL's
- Full time MSR covers Sr. MSR responsibilities during temporary absences such as vacation etc.
- Provide assistance as required with various reports, checking and scanning of documentation
- Perform other duties as assigned

**Qualifications:**

Demonstrated customer service skills

Ability to listen for member needs and match with appropriate business solutions (cross selling)

Friendly, enthusiastic attitude

Commitment to continuous personal improvement

Basic level computing skills

Excellent communication skills

Demonstrates a propensity for thoroughness and accuracy

Commitment to continuous personal improvement

Forward your resume to: [resumes@mainstreetcu.ca](mailto:resumes@mainstreetcu.ca)

Mainstreet Credit Union welcomes applications from people with disabilities.

Accommodations are available upon request for candidates taking part in all aspects of the selection process.