

# Member Service Representative (Full-time, permanent)

## About the role:

We are looking for customer-focused individuals who have a desire and the ability to provide an exceptional and consistently positive experience for members. This role provides an excellent opportunity to expand your experience in, or to begin, your career in banking services.

## This role is for you if:

You're interested in a career in financial services, but want to work in a collaborative, and not a typical competitive, banking environment. You want to contribute your expertise and time in an organization that makes a difference in people's lives and in the community. You're an enthusiastic team player, and want to work in a small, smart, and hardworking team. You're comfortable working with numbers and resourceful with computers. You like to go the extra mile to exceed customers' expectations.

## Key Work Activities:

You'll play a critical role in our team of banking professionals as the face of our credit union for our members. You'll provide personalized service and take care of members' day-to-day banking needs, which include:

- Promoting credit union services and educating members to enhance their financial wellbeing
- Processing member transactions such as deposits, withdrawals, bill payments, transfers between accounts, money orders, and foreign exchange
- Balancing all transactions and cash daily
- Opening new personal accounts
- Investigating and resolving routine problems with member accounts
- Actively participating in the branch's sales campaigns and initiatives
- Assisting with general office duties, processing and administration

## You Have:

- Excellent customer service skills and an ability to build strong, lasting relationships
- The ability to understand and work with numbers
- Proficiency speaking Estonian or Latvian and English
- A keen attention to detail and complete work accurately
- The ability to stay calm, gracious and firm in difficult conversations
- Excellent interpersonal skills and work well with others
- A related degree/diploma or other relevant post-secondary training

## Assets:

- Prior experience as a Customer Service Representative at a financial institution
- Cash handling experience
- Credit union experience

NBCU is implementing several major change initiatives over the next few years as financial services and our communities continue to evolve – this provides excellent opportunities to be involved in exciting projects. This position offers the opportunity to grow and take on additional responsibilities based on your ability and career goals. We offer competitive compensation and unique benefits, on the job training, and a collaborative, friendly work environment.

## How to Apply?

Submit your résumé and cover letter to [careers@northernbirchcu.com](mailto:careers@northernbirchcu.com).

**The successful candidate must complete a full background check, be bondable and be permitted to work in Canada.**

*NBCU is committed to meeting the needs of all individuals in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require accommodations during the recruitment and selection process, please notify us and we will work with you to meet your needs.*

We thank all candidates; however, only those to be interviewed will be contacted.