

# Member Service Representative

## About the role:

This role provides an excellent opportunity to expand your experience in customer service, and to begin or further develop your career in banking services. We are looking for a **full-time** (37.5 hours / week) team member to work at our **Latvian Centre branch** (4 Credit Union Drive, North York).

## This role is for you if:

- You like to go the extra mile to exceed customers' expectations.
- You want to contribute your expertise and time in an organization that makes a difference in the community.
- You are comfortable with, and have an aptitude for, learning new computer systems quickly and are comfortable working with numbers.
- You're an enthusiastic team player and want to work in a friendly, smart, and hardworking team.

## 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
- Investigating and resolving routine questions with member accounts
- Actively participating in the branch's campaigns and initiatives
- Assisting with general office duties, processing, and administration

## You Have:

- Proficiency speaking Latvian or Estonian and English
- Excellent customer service skills and an ability to build strong, lasting relationships
- The ability to understand and work with numbers, email, Word, and Excel
- Confidence and self-sufficiency using computers to perform work
- A keen attention to detail and are driven to complete work accurately
- An interest in developing financial product and service knowledge

## Strong Assets:

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

This position offers the opportunity to grow your career with NBCU 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.