

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 central location, currently located within **Tartu College** (310 Bloor Street West, Toronto).

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 English; Estonian or Latvian proficiency is a strong asset
- Excellent customer service skills and an ability to build strong, lasting relationships
- Are a fast learner and are self-motivated to follow through on work tasks
- Confidence and self-sufficiency using computers and various systems to perform your work
- The ability to understand and work with numbers, email, Word, and Excel
- A keen attention to detail and are driven to complete work accurately
- An interest in developing financial product and service knowledge

Strong Assets:

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

This position offers the opportunity to grow your career with Northern Birch 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.

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.