

# Member Service Administrator

## About the role:

This role provides an excellent full-time (37.5 hours/week) opportunity to leverage your prior administration, banking or registered products experience or quality assurance mindset by contributing to the success of our Member Service team by providing back-office support.

## This role is right for you if:

- You set and deliver high standards of quality and responsiveness.
- You're comfortable working with reports, numbers, and using computers.
- You have a customer service mindset and are a capable multi-tasker.
- You're an enthusiastic team player and enjoying contributing to a smart and hardworking team.
- You want to share your expertise and time in an organization that makes a difference in the community.

## Key Work Activities:

In this new position, you'll play an important role in our team of banking professionals by helping to keep our Member Service operations running smoothly and ensuring that banking transactions are completed accurately. You'll work with the team to support them in taking care of our members' day-to-day banking needs, by:

- Approving wire transfers and other banking transactions as needed
- Ensuring that all required documents for new member accounts are accurate and completed in full
- Reviewing a variety of transaction reports and following up with team members as needed
- Applying registered product knowledge as you review registered product documentation and transactions on a daily and monthly basis
- Reviewing term deposit reports and certificates
- Investigating and resolving routine questions with member accounts
- Providing feedback to team members to further their knowledge and maintain high quality standards
- Assisting with other operational or administrative tasks as required to support the flow of efficient work

## You Have:

- Experience working with banking systems or report verification with highly confidential data
- A keen attention to detail and ability to identify inconsistencies
- The ability to prioritize work effectively
- Self-motivation to work with minimal supervision
- A genuine interest in working with reports, numbers, and banking systems to determine the cause when there are unexpected results
- Excellent customer service skills and an ability to build strong, lasting relationships with your coworkers
- Self-sufficiency in working with common computer programs (email, Word, Excel, internet)
- A college diploma or bachelor's degree in business administration or related field

## Assets:

- Banking or registered product administration experience or knowledge
- Prior experience as a Customer Service Representative at a credit union or financial institution
- Proficiency speaking Estonian or Latvian

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 selected to be interviewed will be contacted.