



# Join our Team

## Casual Member Services Representative

Évangéline-Central Credit Union, a progressive, fast growing, full service financial institution has an exciting opportunity for a skilled, career oriented individual as a **Bilingual Member Services Representative** for our Wellington Branch. This position is casual with the possibility of term or full time in future. This position will report directly to the Branch Manager and requires flexibility to work in various branch locations as required.

The Member Services Representative is responsible for executing superior front-line and telephone service transactions to current and prospective members, identifying cross-selling and sales lead opportunities as well as processing defined lending and deposit transactions.

### **Attributes:**

As the successful candidate, you have a proven ability to ensure an outstanding quality of service experience for all current and prospective members. You will execute all day-to-day banking transactions. You will be responsible for responding to members and non-members' enquiries and requests for information. You will be able to identify and fulfill sales opportunities with existing and prospective members in order to meet the financial needs of the membership, and to support the achievement of É-CCU's business objectives, including a growing and sustainable membership base.

### **Education/Experience:**

- High school diploma or GED **plus** have one to two year post-secondary specialized program at the community college level or diploma at the university level; or equivalent combination of education and experience.
- Thrives in a front-line delivery role, with strong aptitude for engaging and connecting with people.
- Effective sales skills with a proven record of results.
- Excellent capabilities in cash management and transaction execution.
- Strong multi-tasking skills, with the ability to adapt to changing requirements or new information.
- Superior interpersonal skills.

Obtaining a successful credit check and eligibility to be bonded are conditions of employment. Interested candidates should forward their resume and cover letter in confidence to:

Terry Wood, HR Officer

Email: [twood@eccu.ca](mailto:twood@eccu.ca) Fax: 902-859-3219

**Deadline is Friday, March 16, 2018.**

\* We wish to thank applicants in advance. Only candidates selected for an interview will be contacted.