



MEMBER SERVICE REPRESENTATIVE

Witless Bay Branch

(casual/call-in)

Community Credit Union is currently accepting applications for a casual/call-in

Member Services Representative to provide high quality counter and telephone service to current and prospective members.

The successful candidate will have some combination of a business/office college diploma or related experience and/or training. The incumbent will deliver warm and professional service to all members, and must ensure an exceptional service experience.

Interested candidates should forward their resume in confidence to the attention of Crystal Mullett by May 2nd 2025

Community Credit Union
PO Box 1115
Marystown, NL A0E 2M0

Attention: Crystal Mullett
Operations Manager
Telephone: 709-279-3510
Fax: 709-279-3721
Email: cmullett@ccunl.ca

Position Summary:

Reporting to the Head Teller, the Member Services Representative is responsible for providing counter and telephone service to current and prospective customer-owners; processing financial transactions including daily balancing of cash and transactions; presenting and explaining a basic number of credit union products and services; cross-selling credit union products and services and assisting them to utilize these products and services.

Key Result Areas: 1) Member Service, 2) Product & Service Knowledge, 3) Accuracy, Timeliness, and Documentation, 4) Relationship Building, 5) Teamwork.

Specific Accountabilities:

- Provides account services to customer-owners by receiving and processing financial transactions including opening and closing of accounts; cashing cheques; deposits and withdrawals; transfers between accounts; utility payments; stop payments orders; holds on accounts; wire transfers, calculating foreign and domestic exchange, certifying cheques, processing loan payments, processing cheque orders, issuing travelers cheques, money orders, drafts and other negotiable instruments. Balances cash drawer and daily transactions. Investigates and resolves out-of-balance conditions.
- Answers questions regarding the operation of accounts, access to services, account discrepancies, adding or reducing service features on various accounts, and assisting customer-owners to make the most effective usage of service offerings.
- Resolves customer-owner problems and complaints; takes action to reconcile discrepancies in records and accounts within assigned limits, or referring the customer-owner to another employee as appropriate.
- Proactively cross sells on the benefits of utilizing other credit union services by answering inquiries; actively informing current and potential customer-owners on basic credit union products and new services and products; ascertaining customer-owner needs and referring more complex requests for information and assistance to appropriate branch staff.
- Removes deposits from and balances cash in night depository and/or ATM, if required
- Performs a variety of general office tasks including typing, filing (signature cards and other credit union documents), answering the telephone, checking reports, and other general office administration.
- Assists and backs-up other team members and completes other duties as assigned.

Minimum Hiring Qualifications and Experience:

The Member Service Representative I will have successfully completed a high school diploma or GED plus have up to one year's related experience and/or training; or equivalent combination of education and experience.