Job Posting

POSITION: ***Casual Member Relationship Advisor***
Job Type: ***Casual***
Application Deadline: *Nov 19, 2021*

Employment Opportunity: Casual Member Relationship Advisor, Community Credit Union of Cumberland Colchester Ltd., Amherst Branch

Community Credit Union of Cumberland Colchester Ltd. is seeking a **Casual Member Relationship Advisor** to join our team! This position is located in our Amherst Branch and is well suited for an individual with exceptional customer service experience seeking an opportunity in a progressive and innovative organization.

Community Credit Union is a full-service financial cooperative organization that is deeply committed to the communities in which we live and work. With three locations in Cumberland and Colchester Region and a virtual presence, we offer refreshingly honest banking and take pride in providing an exceptional member experience.

Reporting to the Branch Manager, you will be responsible for providing counter and telephone service to current and prospective members; processing financial transactions including daily balancing of cash and transactions; assisting members with their financial needs and promoting Credit Union products and services. As this is a casual position, the incumbent is required to be on call when required and be flexible to work any day of the week from Monday to Friday. Hours will vary based on the operational needs of the branch.

You would…

- Provide exceptional customer service to current and prospective members.
- Pro-actively identify members' financial needs; suggest appropriate product or service and refer members to other departments.
- Process various financial transactions and balance daily work in an efficient and accurate manner.
- Understand all products and services offered by Community Credit Union. These include but not limited to facts and features; benefits and advantages; rules and regulations and price structure.
- Assist in the promotion of new products and services to Credit Union members.
- Respond to member inquiries and resolve any concerns or discrepancies.
- Follow the Credit Union's security and risk management procedures.
- Demonstrate a team approach and provide support to the Front-Line team.
- Complete other duties as assigned.

You have…

- Completed a certificate or diploma in Business plus have a minimum of one-year sales and service experience, preferably in the financial industry; or equivalent combination of education and experience.

- Superior customer service and business development skills.
- Proven ability to achieve and exceed business / sales objectives
- An outgoing and self-motivated nature with strong work ethics
- Demonstrated critical thinking and problem-solving skills
- Proven history of accuracy and high attention to details (data entry, paperwork, cash balancing)
- Superior communication and time management skills.

If you wish to apply for this position, please forward your cover letter and resume to Sarah Doyle at sdoyle@community.creditu.net by 5:00pm on Friday, November 19 2021.