



**EMPLOYMENT OPPORTUNITY
VISION CREDIT UNION LTD.
CAMROSE, AB
CITY CENTRE BRANCH**

SENIOR MEMBER SERVICE REPRESENTATIVE

The Position:

The Senior Member Service Representative provides customer service in the form of processing member requests for routine over-the-counter services as well as directing members to the appropriate position in the branch to receive other services that Vision Credit Union Ltd. provides. Senior Member Service Representatives understands his/her role providing exceptional quality, positive, and friendly experiences to all members as well as consistent accuracy.

This is a full-time position.

For complete job posting details, please visit our website www.visioncu.ca/en/about-vision/careers

The Person:

- A minimum of one year exposure to all Member Service Representative duties.
- Excellent communication and member service skills are essential for success in this role. In addition, excellent ability to deal with people sensitively, tactfully, diplomatically, and professionally at all times.
- Attention to technical detail and proven ability to work effectively in a time sensitive and team environment is necessary for this position.
- Above average member service representative skills, as well as the ability to organize and supervise the work of others.
- Cooperative or Credit Union industry experience is a benefit.

Compensation:

- Salary range \$44,000 to \$54,000/annually
- Comprehensive benefits package.

SUBMIT RESUME AND COVER LETTER TO:

Jennifer Hormann,
Vice President of Human Resources
Vision Credit Union Ltd.
Corporate Office
5007 – 51 Street
Camrose, Alberta T4V 1S6
Fax 780-679-0569
jobs@visioncu.ca

Only those individuals invited for an interview will be contacted.

Position Title: Senior Member Service Representative

Reports To: Branch Supervisor/Branch Manager

Summary

The Senior Member Service Representative provides customer service in the form of processing member requests for routine over-the-counter services as well as directing members to the appropriate position in the branch to receive other services that Vision Credit Union Ltd. provides. Senior Member Service Representatives understands his/her role providing exceptional quality, positive, and friendly experiences to all members as well as consistent accuracy.

Core Competencies

- Member Focus
- Communication
- Energy & Stress
- Team Work
- Quality Orientation
- Problem Solving
- Accountability and Dependability
- Computer Knowledge
- Ethics and Integrity

Job Duties/Responsibilities

- Accurately process member transactions such as: Deposits and withdrawals, loan payments, utility payments, official orders, calculation of foreign exchange and domestic exchange, cheque cashing, stop payments, hold funds, and night deposits.
- Identify situations where members could benefit from using other services by cross-selling and referring them to the appropriate position in the branch.
- Open assigned combinations, have cash drawers at teller wicket prior to business hours and maintain cash holdings during the day.
- Buy and sell currency from the vault as necessary.
- Cash balance maintained without exceeding teller drawer cash limits. All security procedures are observed.
- Maintain joint custody of ATM balancing and servicing within specified time limits while security procedures are followed.
- Consistently balances cash drawer independently and accurately while maintaining a neat and organized teller wicket.
- Accurately send and receive wires for members within specified time frames.
- Accurately respond to member inquiries in a prompt and courteous manner.
- Sell all investments and accurately administer Term Deposits and Registered Plan documentation.
- Accurately open and close member accounts while completing forms in accordance with loss prevention procedures.
- Custodian on specified combinations. Ensure compartments are secured at all times, combination changes are made in accordance with loss prevention procedures.
- Provide access to members' safety deposit boxes and rent control records are kept current.
- Follow reporting procedures on Money Laundering and FINTRAC.

- Accurately scan deposit and investment documentation on a daily basis or as required.
- Adhere to all Vision Credit Union Ltd. policies and procedures.
- Train, motivate, and organize staff to ensure members and the credit union needs are met by ensuring wickets are adequately staffed to keep member line-ups to a minimum.
- Promote membership growth assisting in members' service by cross-selling to meet targets.
- Assist branch supervisor with cash counts, maintenance of dormant account, month-end reports, etc. while security requirements are practiced.
- Effectively resolve member complaints.
- Accurate ATM balancing weekly (or as required).
- Custodian on specified combinations. Ensure compartments are secured at all times, combination changes are made in accordance with loss prevention procedures.
- Maintain joint custody of treasury cash, combinations and negotiable items will following policies and procedures.
- Assist branch supervisor in ordering and shipping of cash ensuring the branch has adequate supply of cash.
- Ensure member accounts are covered daily, and reported to the branch manager for temporary overdraft request approval.
- Follow all compliance policies and procedures in relation to Anti-Money Laundering and Anti-Terrorist Financing Guidelines.
- Assist Member Service Representatives as necessary.
- Assist Branch Supervisor/Manager with other duties as assigned.

Requirements

- High school diploma.
- A minimum of one year exposure to all Member Service Representative duties.
- Customer Service experience.
- Cash handling or sales experience.
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times.
- Strong communication skills.
- Ability to prioritize and make on-the-spot decisions regarding member transactions, weighing member satisfaction issues with bank exposure to loss or fraud.
- Basic mathematical skills required.
- Attention to detail in all areas of work.
- In-depth knowledge of all bank deposit products and policies.
- Knowledge of bank loan, trust, and investment center products.
- Ability to work in a fast-paced environment.
- Ability to perform well under pressure.
- Ability to cross sell.
- High degree of accuracy with good organization skills.
- Professional appearance and manners.
- Above average member service representative skills, as well as the ability to organize and supervise the work of others.

Vision Credit Union Ltd. – we “see” banking differently.

We may very well be the right fit for *you*....and *you* for us.

We're Vision Credit Union. Although we offer loans, deposits, financial planning service, RRSP's, mutual funds, insurance products and other product that most F.I.'s are able to offer, we do things a little (some would say a lot) different at our “shop”.

Our focus is our 37,000 member-owners. We're an organization based on principles over profit. If you are eager to launch a rewarding career with our organization, you will need to be able to naturally and consistently provide “well above the norm” member service. After all, the Credit Union system has been chosen tops in Canada for twelve years straight in the area of customer service. That's a reputation we pledge to continue.

We believe that charging excessive fees or providing products and services that benefit our Credit Union more than our valued members is wrong. We also believe that the bulk of our profits must be shared by our members and that some of our profits need to be channeled back to community initiatives in the small rural communities where we live and work.

At Vision Credit Union, an equal opportunity employer, we treat members special. Our goal is to ensure that every one of our members feels like an extension of our “family”. The team, of which you would be a part, is small in numbers but capable of “moving mountains”. We believe in common purpose (life-long member-owners). We strive for error-free work and accountability. We're collectively recognized for our great work: in both 2016 and 2017 Vision C.U. was named one of ***Alberta's Top 70 Employers***. In 2016 and 2018, Vision earned the title: ***Alberta's Credit Union of the Year***.

We are always “on the hunt” for enthusiastic, astute and motivated team members. Joining us represents an opportunity to go home from work feeling fulfilled. At Vision, you will enjoy a salary that is at or above industry standards and there are exceptional advancement opportunities for the right individual. If you feel you can offer skill and passion to help our organization continue being the financial service provider of choice in rural and entrepreneurial Alberta, we invite your resume.