

Member Services Representative (Part-time)

Locations: Hamilton, ON

Posted Date: February 16, 2024

Overview:

Buduchnist Credit Union, carrying on business as BCU Financial, is looking for a skilled problem-solver with strong interpersonal skills to join our team as a part-time Member Services Representative. We need an enthusiastic individual who can listen to customer service issues and then offer innovative solutions. The successful candidate for this role will have a strong command of the company's customer service policies, and be well-trained in product knowledge including technology platforms that can be critical for offering quick and accurate assistance to customers.

Responsibilities:

- Answer incoming customer calls regarding billing issues, product issues, service enquiries and general member issues.
- Assist and direct members in-branch to use available technology to complete banking transactions (i.e. ATM-deposits, e-transfers, online banking) and assist in Online Transaction (OLT) tracing when required.
- Initiate requests for cheque orders, member cards, stop payments, account information updates and member statements.
- Review emails from the member services mailbox and action appropriately or escalate as needed and process incoming branch mail.
- Process member transactions (deposits, withdrawals, bill payments, cash or certify cheques, receive bill payments, buy/sell foreign cash, drafts) when required.
- Update member account information and track customer service calls.
- Approve Teller transactions when required.
- Promote and sell financial products to meet member needs and meet sales goals.
- Engage in Treasury duties.
- Order and maintain office supplies and documentation.
- Remain updated on product knowledge and sales initiatives and be informed of any changes in company policies.
- Proficiently use BCU's platforms and systems.
- Adhere to applicable industry regulations, privacy laws and BCU policies and procedures.
- Maintain a high level of professionalism and excellent rapport in all communications with members and colleagues
- Other duties as required.

Requirements:**Knowledge:**

- Knowledge of banking products and services.

Skills & Abilities:

- Exceptional customer and sales skills and experience.
- Strong technological skills; including tablet and mobile applications.
- Solid troubleshooting abilities and decision-making skills, both proactive and reactive.

Education/Experience:

- Relevant working experience or any equivalent combination of experience, training and/or education.
- Proficiency in Microsoft Office Suite applications specifically, Excel and Word.

Compensation:

A competitive hourly wage will be determined based on qualifications and experience.

BCU Financial wishes to thank all individuals who apply for this position, however, only applicants who are selected for an interview will be contacted.

BCU Financial is a member-owned, financial cooperative dedicated to improving the lives of members and their community. BCU Financial is a part of BCU Financial Group – a fast-growing Ontario-based financial group providing Canadians with diversified services and products. BCU Financial Group offers its members a real alternative to high-fee, big-name banking by providing no-fee chequing accounts, competitive savings accounts, loans, mortgages, cards, investment services, online banking, and insurance services. BCU Financial, together with its BCU Wealth Management division, currently oversees \$1 billion in assets.

BCU Financial Group also recognizes the importance of building a strong community. That's why it provides generous sponsorship funding annually to a wide array of community-based projects and activities. The Credit Union and its member-supported charitable institution, BCU Foundation, provide sponsorship funding of over \$1 million annually for community organizations, charity fundraisers, student scholarships, cultural events, and educational projects.

BCU Financial Group is an equal opportunity employer dedicated to building an inclusive and diverse workforce. BCU Financial Group provides accommodations during the recruitment process upon request. Requests received relating to accommodation will be addressed confidentially.