

# Member Services Representative (Part-time)

**Location:** Vaughan, ON

**Posted Date:** May 6, 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 and action appropriately or escalate as needed.
- Process member transactions (deposits, withdrawals, bill payments, cash or certify cheques, receive bill payments, buy/sell foreign cash, drafts, renew GICs and registered plans etc.) 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.
- Process incoming branch mail.
- 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:**

This is a full-time position offering a competitive compensation and benefits package commensurate with experience and qualifications.