

MEMBER SERVICE REPRESENTATIVE

FULL-TIME - 20-Month Term | ERICKSON, MB

Hours: 37.5 hours per week | **Schedule:** Monday to Friday, 8:45 a.m. – 5:15 p.m.

Life is short - work somewhere awesome! Monday to Friday No weekends!

Compass Credit Union is currently looking for a candidate to fill the role of a Full-Time 20 Month Term Member Service Representative (MSR) at our Erickson Branch.

THE POSITION

- Reporting to the Member Services Supervisor- Erickson, the Member Service Representative will handle all cash and non-cash transactions, process deposits and withdrawals, and respond to member inquiries. You are the first point of contact and are fundamental to the success of our Credit Union.
- You will assist members in person, by phone, or digitally with a positive and professional attitude.
- Sales: you will have the ability to achieve sales goals ensuring that our members are offered products and services which meet their needs and refer members to other specialists within our organization.
- You will address member inquiries promptly and effectively, escalating issues when appropriate to ensure timely resolution
- You will maintain accurate and confidential member records.
- You may assist members in navigating online services and digital tools.
- You will support daily operational tasks, including filing, data entry, documentation and other duties as assigned
- You will collaborate with team members to ensure and improve the member experience.
- And you will participate in ongoing training to stay current on products, procedures, and compliance standards. You will also have the opportunity to partake in training to advance your position in the Credit Union.

EXPERIENCE/EDUCATION:

The successful applicant will possess a Grade 12 diploma with a minimum 1 year customer service and/or cash handling experience. Strong verbal and written communication skills are required as well as experience with Windows and Microsoft Office. Previous credit union experience and CGI RFS 360 Banking Software would be considered an asset. Applicants with a combination of other equivalent education and work experience may be considered.

Salary will be based on qualifications and experience.

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THE CREDIT UNION

Compass Credit Union, formerly Erickson and Crocus Credit Unions, have two branches in Brandon, one in Erickson as well as a majority interest in an insurance agency. We have a membership base of about 6,500 members.

Position is open until filled.

Please send **resume** and **covering letter**, in confidence, to:

MONICA LAMBOURNE

Branch Manager

Compass Credit Union Limited

24 Main Street

P.O. Box 100

Erickson, Manitoba R0J 0P0

E-mail: monica.lambourne@compasscu.ca

