



Customer Service Representative Full-Time

Other
Nanaimo

Wednesday August 19, 2026

\$21 - \$25/ hour (\$46,900.00 - \$49,600.00 Yearly)

Company: Coast Capital Savings

Website: <https://careers.coastcapitalsavings.com>

Industry: Finance & Banking

Remote/Camp Based Job: No

How to apply:

Please apply to our career page link: <https://careers.coastcapitalsavings.com/job-invite/10202/>

Expiry Date:

Wednesday, September 02, 2026

Details:

Job Purpose On any given shift you will be the face of Coast Capital in the branch and balance a friendly advice and service approach with demonstrated ability to proactively listen and identify opportunities to deepen member relationships. By providing our members with support and financial advice, we help them Build a Better Future, Together. While this job is posted as a Customer Service Representative, internally, we title it a Member Services Representative, always putting members at the centre of everything we do. Accountabilities • Be the first friendly face our members see at Coast Capital by exhibiting our Coast Capital values; • We build connection. • We act with courage. • We re-imagine. • Build relationships with member and deliver an outstanding member experience by meeting their initial needs and proactively identifying future opportunities through money chats and so much more! • Educating members on our alternate channels (online banking and mobile platforms) to deliver a memorable member experience • Contribute to team results through listening, spotting opportunities and partnering with other Coast Capital team members to best meet our members financial needs • Build a strong understanding of how Coast Capital Savings assists in providing financial well-being to our members • Create a positive member experience by proactively taking ownership of resolving and preventing member banking issues. • Be the first line of defense by being on the lookout for any counterfeit money or illegal transactions that may occur.

Qualifications & Experience:

To be successful as a Member Services Representative in a Coast Capital branch, you must be positive, team-oriented individual with the following knowledge, skills and abilities. Communication – You have strong verbal English communication skills and are comfortable having sensitive conversations with members. Active Listening – You listen to your customer and ensure you identify the challenge they may have so you can work towards a positive outcome. Empathy – You understand a bank account is more than numbers on a screen and you can show understanding and respect for whatever situation a member might be in. Initiative – You don't sit and wait for something to do. You see something that needs to be done, and do it. Problem Solving – You find job satisfaction by identifying a member problem and work towards solving it with them. Curiosity – You are a life-long learner who loves to grow their understanding of the financial world. Advisory – You are comfortable identifying opportunities and suggesting Coast Capital products to our members by referring them to other specialists within our organization. Adaptability – You happily handle whatever situation comes your way. Motivation – You are a self-motivated, positive and are looking to grow your career in customer service and/or banking. Integrity – You follow the documented process and do the right thing, every time. Even when no one is watching.
