



Financial Service Representative Full-Time

Comox Valley
Courtenay

Friday September 18, 2026

Minimum wage - \$ 20/ hour

Company: Money Mart

Industry: Finance & Banking

Remote/Camp Based Job: No

How to apply:

<https://job-boards.greenhouse.io/moneymart/jobs/5192324008>

Expiry Date:

Friday, October 02, 2026

Details:

Momentum Financial Services Group (formerly Money Mart Financial Services) is a leading North American financial services company and one of Canada's top non-prime lenders. For more than 40 years, we've committed to helping consumers and business owners access the money they need when they need it most, meeting people where they are and helping close the gap between their financial needs and goals. Through our trusted Money Mart® brand in Canada and United States, we proudly serve customers across a network of over 400 retail locations and growing digital channels. Our products and services include personal lending, payday loans, installment loans, cheque and check cashing, money transfers, prepaid cards, currency exchange, and other everyday financial solutions for individuals and businesses. At Money Mart, we understand that not every customer fits within traditional banking or prime lending models. That's why our teams look beyond the credit score to provide accessible, responsible financial solutions with respect, transparency, and care. Whether customers visit us online, in branch, or through our mobile app, we focus on delivering practical support, clear information, and service that helps people and business owners move forward with confidence. We believe in giving back to the communities where we live and work. With the generous support of our customers and team members, we proudly contribute each year to local charities and nonprofit organizations, while also using our time and talent to serve local communities across Canada and the United States. Our people are at the heart of our business. We're committed to building inclusive teams, supporting the communities where we live and work, and creating a workplace where employees can grow, make an impact, and help customers navigate everyday financial needs. If you're passionate about customer service,

relationship building, and helping consumers and business owners access financial solutions when they need them most, you'll find a meaningful career with Momentum Financial Services Group. What we Offer: - Market competitive Pay - Monthly bonus potential based on the operational success you drive Other Benefits Include: - Comprehensive Medical/Dental Benefits - Competitive Paid Time Off - Plan for your future with our group Retirement Options - Education Reimbursement Program to invest in your education and career growth. - Exclusive Perks through Perkopolis - enjoy special discounts and offers. - Free company services including cheque cashing, money orders, Telpay/bill payment, and prepaid Mastercard. - Discounted company services including foreign exchange and Koodo services. And Much More! The title internally will be: Financial Service Representative Branch Location: 450 Ryan Rd Unit 8 GENERAL FUNCTION Financial Service Representatives support Money Mart customers by understanding their financial needs and connecting them with suitable products and services. In this role, Team Members interview customers for personal lending products, review application and financial information, recommend appropriate solutions, sell related financial products and services, complete transactions, maintain accurate records, and support payment arrangements for existing accounts. This role combines sales, customer service, personal lending, compliance, cash handling, and branch operations. Team Members must deliver excellent customer service while following company policies, regulatory requirements, and responsible lending practices. Retail Team Members generally perform their duties within a secured work area protected by bullet-resistant glass and a controlled-access mantrap. Once hired, all retail Team Members will complete an internal multi-week Ready to Work Alone (RTWA) certification before working independently. DUTIES/RESPONSIBILITIES Provide friendly, professional, and accurate customer service by assessing customer needs, completing transactions, answering questions, and identifying opportunities to promote and cross-sell products and services. Promote, recommend, and process loans, credit cards, cheque cashing, money transfers, money orders, bill payments, and other related products and services based on the customer's needs, financial circumstances, and applicable company policies and regulatory requirements. Consistently identify cross-selling and referral opportunities during every customer interaction to increase product awareness, meet customer needs, and achieve individual and branch sales goals. Clearly explain product and service features, benefits, fees, repayment terms, payment

options, renewals, refinancing options, and other important information using approved marketing materials. Collect, review, verify, and document required customer identification, financial, application, and supporting information to process products and services, ensuring all applications/transactions are complete, compliant, and accurately recorded. Monitor and maintain complete and accurate customer information and records in all required systems. Contact customers with past-due accounts to discuss and negotiate payment arrangements within authorized guidelines. Follow all company policies and regulatory requirements, including Know Your Customer (KYC), Anti-Money Laundering and Anti-Terrorist Financing (AML/ATF), privacy, Recordable Transactions, fraud prevention, and all relevant procedures. Accurately process cash, POS transactions, and financial service transactions. Reconcile the cash drawer at the end of each shift, and follow all cash handling, safety, and security procedures. Work with the branch team to maintain the branch appearance, cleanliness, and customer-ready environment. Support branch opening and closing procedures, including completing all required paperwork accurately. Complete all other job-related duties as directed by Management. Maintain availability to work flexible shifts, including evenings and weekends.

Qualifications & Experience:

EDUCATION: High School diploma or equivalent **WORK EXPERIENCE** - One or more years of experience as a Retail Sales Associate, Sales Representative or similar role. - One or more years of experience in customer service and cash handling. - Hands-on experience with POS transactions. - Track record of achieving sales goals preferred. **SKILLS** - Customer service-focused mindset with the ability to build rapport, deliver exceptional service, and create a positive customer experience. - Sales-focused approach with the ability to identify customer needs, recommend appropriate products and services, and achieve sales objectives through cross-selling opportunities. - Ability to perform effectively in a fast-paced environment, manage competing priorities, and perform well under pressure. - Strong problem-solving skills with the ability to identify customer needs, resolve concerns, and provide effective solutions in a professional and timely manner. - Proficiency in reading, writing, and speaking English with strong communication and interpersonal skills. - Basic knowledge and experience with Microsoft Office software (Excel, Word, and Outlook).
