



Job Search

Member Service Representative (Permanent, Part-Time) - Cumberland

Cumberland, BC, Canada Req #232

Date Posted: Thursday, January 9, 2025

[Join Our Team](#)

Location: Cumberland

Member Service Representative

Join a team where passion meets purpose! At First Credit Union, we take pride in being one of B.C.'s Top Employers—a reflection of our team members who value meaningful work, opportunities for growth, and making a difference. As a certified B Corp, we are part of a global movement using business as a force for good. With branches in eight vibrant locations along B.C.'s south coast, we are driven by our vision of building financially healthy communities and our purpose to empower through knowledge. If this vision excites you, we'd love to have you join our team!

First Credit Union is looking for a financial service professional to join our team at our Cumberland Branch as a part-time Member Service Representative. Our Member Service Representatives are member-centric and focused on creating impactful connections. Reporting to the Assistant Manager, you will be responsible for proactively discovering member needs and providing tailored advice, empowering our members through education and building meaningful relationships. You will process day-to-day transactions and solve routine issues with members' accounts. Additionally, you will open term deposits, registered products (RRSPs, RRIF, TFSA), member accounts, and lending products.

This part-time position requires availability Tuesday through Saturday. Working hours will range from 27.5 to 35 hours per week.

Major Responsibilities:

Provide service excellence and foster member relationships by:

- Maintaining a high level of knowledge of First Credit Union products and services, including continuous development to be aware of changes in the industry.
- Exhibiting a high commitment to member-client relationships by promoting the concept of relationship building, cross-selling all credit union products and services, and referring members to other departments when appropriate.
- Analyzing member needs and building relationships through member onboarding.
- Responding to requests and inquiries and dealing with member issues with minimal assistance.
- Contributing to a high level of service and providing fast, efficient, personalized service.
- Acting as a resource and example to other employees in regard to knowledge, experience, and superior member service.
- Contributing to a positive team environment by working efficiently, professionally and in a friendly manner.

Perform a variety of duties relating to the promotion, sale and administration of account, deposit, and loan products and services offered by First Credit Union. This includes but is not limited to:

- Promoting and providing advice on deposit products and services, including registered and non-registered accounts, with the ability to discuss investment options such as term deposits.
- Promoting and processing card products, including credit and debit cards and all electronic services.
- Providing guidance and administration on account options and membership, including estate administration.
- Use the Financial Blueprint to support the overall financial well-being of our members.
- Documenting and processing as required.

Required Experience, Knowledge, Skill, and Ability:

- Secondary school diploma.
- Experience in the financial, sales or service industry.
- Education or equivalent experience with Products & Services and Fundamentals of Personal Financial Planning and Consumer & Residential Mortgage Lending (recommended).
- Superior knowledge of financial products and services.
- Demonstrated accountability for both personal and branch-assigned growth goals, targets and major initiatives.

The successful candidate will demonstrate the following skillsets:

- Strong computer skills and proficiency in MS Office.
- Ability to communicate effectively, both orally and in writing.
- Ability to multi-task and problem-solve, with strong organizational skills and emphasis on time management.
- Strong interpersonal skills with a service-oriented focus.
- Ability to work in a fast-paced environment, perform under pressure, and demonstrate great initiative, resourcefulness and flexibility.
- Ability to develop a correlation between personal actions, service execution, and member expectations

Why work for us?

- Take advantage of opportunities for career development including continuous training, education support and career planning.
- Embrace our commitment to employee wellness including a comprehensive employee and family assistance program.
- Enjoy competitive compensation and a generous benefits program.
- Be part of a company that is dedicated to making a meaningful community impact.

Who should apply?

To support employment equity and diversity in the workplace, we welcome applications from all groups, including visible minorities, Indigenous Peoples, persons with disabilities, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), and others who may contribute to diversity at First Credit Union. We also recognize unique styles, perspectives, and beliefs that support a diverse, respectful, and inclusive work environment.

First Credit Union is a community owned financial institution. When your customers are your shareholders, it changes the way you run your business. We don't ever have to choose between what's best for our business, what's best for our community, or what's best for our members; they are one and the same. This is the cooperative advantage.

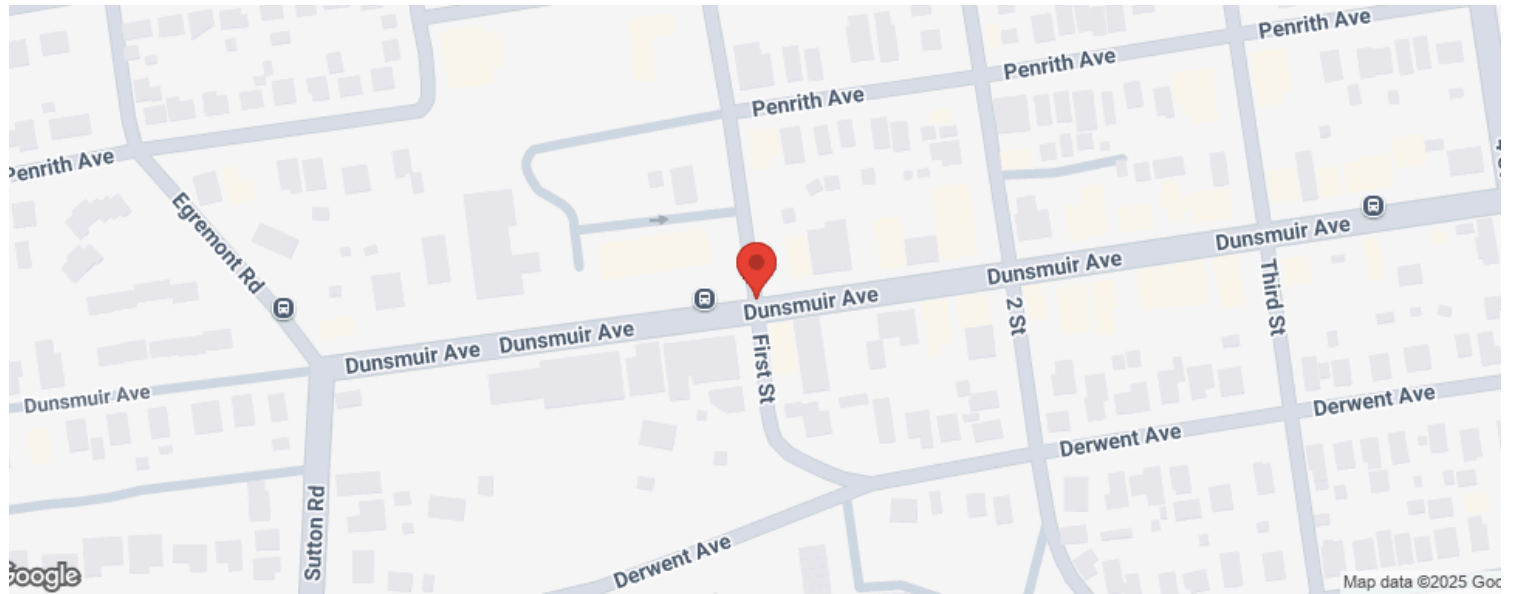
Other details

Pay Type **Hourly**

Min Hiring Rate **\$24.17**

Max Hiring Rate **\$28.23**

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 Cumberland, BC, Canada