

Together, Let's Do Great Things!

We're the largest financial institution based on Vancouver Island and the Gulf Islands, and we've got an opportunity for you. We need a **Member Service Representative**, so if you're passionate about improving people's financial health and have experience with sales and service we'd like to hear from you.

What's the role?

As a **Member Service Representative**, under direct supervision you will process a variety of financial and non-financial transactions for members within the guidelines established. Coastal Community Credit Union strives "to be the leaders in building relationships that improve financial health, enrich people's lives and build healthier communities" and it is your responsibility as a **Member Service Representative** to be the primary point of contact for members and carry the vision statement forward in order to build, maintain, attract and expand the member's relationship with the credit union.

Your duties will include:

1. Accurately processes a variety of transactions to meet the needs of our members.
2. Providing sales and service expertise to inform members of new products/services and changes to existing products/services.
3. Answering telephone inquiries.
4. Providing members access into safety deposit boxes.
5. End of day processing and balancing to be completed in a timely manner as per established procedures.
6. Performing other related duties as assigned.

What are we looking for?

- A secondary school diploma with academic emphasis
- 1 year post-secondary education
- Up to 1 year of work experience in a sales and service position

Ideally, you are a flexible, collaborative team player with:

- Keyboarding skills of 40 wpm and computer terminology are required, in addition to proficiency with Windows products such as Outlook, Word, and Excel applications.
- Excellent communication skills and the ability to articulate in a clear, concise manner is required to transfer information and understanding to members.
- Effective listening skills to engage members in conversation to understand and identify their immediate financial needs, and provide resolution through sourcing information, matching an appropriate product/service and/or referring members to the appropriate individual to complete their request.
- The ability to multitask with keyboarding and internet/computer navigation skills for searching on-line client data and product information while simultaneously

conversing with the member is essential to ensure that members receive excellent member service.

- Interviewing skills and the ability to ask probing questions are required, as well as having the flexibility to adapt to each request and move between a variety of member concerns/questions/requests.

If you're an approachable problem solver who embraces self-development and life-long learning, you'll be a great fit with us.

Who are we?

Since first forming in 1946, Coastal Community has grown to become the largest financial services provider based on Vancouver Island. We're proud of the legacy we've built and the things that make us who we are:

- We're 100% member-owned, with all decisions made locally—right here on Vancouver Island.
- We're a growing organization with over \$4 billion in assets under management. Coastal Community helps improve the financial health of over 100,000 members and clients through our 24 branches, 16 insurance offices, 4 business centres, plus our wide range of online and digital services.
- We believe in making meaningful contributions to the communities we call home. Each year, we give over half a million to community organizations and programs.

At Coastal Community we are dedicated to serving our local community by prioritizing diversity, equality, inclusion, and supporting a sense of belonging for all. We value every individual's unique experience and perspective. As a result, we empower individuals to achieve their financial goals, enrich lives, and build healthier communities.

Embarking on a journey with Coastal Community means joining an exceptional team, engaging in meaningful work, and enjoying fulfilling experiences along the way. We take pride in offering a comprehensive total rewards package and a workplace culture that's second to none. This includes a commitment to work/life balance, a substantial extended benefits package, an impressive 11.75% employer-paid RRSP contribution, investments in your education and training, banking perks, and so much more! Join us and be part of a community that values your growth and success!

Full Time Role Range (Annual Salary) - \$44,187.96 to \$52,236.84

The wage ranges provided are based on the Union collective agreement.

If this role resonates with your passion and skills, we would love to hear from you.