



**MEMBER SERVICES REPRESENTATIVE II or III
FULL-TIME POSITION**

Casera Credit Union was founded in 1951 on a foundation of co-operation and community commitment. We believe that the foundation of our success is our people. We are currently seeking individuals to join our team as Member Service Representatives II or III (MSR II, MSR III).

The Position

Successful candidates will provide members with a variety of services related to the promotion and sales of cash and non-cash products and services, inclusive of deposits, withdrawals, bill payments, money orders, bank drafts, account openings, investment and registered products, with courtesy and accuracy. They will respond to member and potential member inquiries, analyze needs and assist members to utilize the product or service which best meets those needs. Reporting to the MSR Supervisor, the MSR II or III will also provide leadership to other Member Service Representatives related to sales and service, technology and branch security.

The Person

They will be motivated, focused and detail oriented with high organizational and strong problem solving and analytical skills. They enjoy being part of a team and have exceptional interpersonal and communication skills.

A minimum Grade 12 education is required. Ideal candidates will have a minimum of 2 – 3 years' experience in a similar role within the financial services industry. Prior credit union experience with knowledge of the DNA banking system and additional education is considered an asset.

Currently Casera Credit Union operates a Monday to Friday schedule. Travel between our three Winnipeg branches could be required.

Contact:

Salary will be based on qualifications and experience and includes a comprehensive benefit package.

Please forward your cover letter and resume to careers@caseracu.ca by 5:00 p.m. on Wednesday, October 28, 2020.

Casera Credit Union would like to thank all applicants for their interest, however, only those selected to complete the next step in the application process will be contacted.