



**Member Services Supervisor – Term Position up to 14 Months  
St. Anne’s Branch**

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 outgoing, friendly and motivated individuals to join our team as Member Service Representatives Supervisor for a term position for a period of up to 14 months.

**The Position:**

Reporting to the Branch Manager, the Member Services Supervisor plays an integral role in the success of the branch by leading the member services department in providing exceptional member service while adhering to operational policy and procedures. This position will require someone who is able to monitor and participate in all front line deposit activities including processing members’ regular daily banking requests, referral opportunities, registered account transactions and estate processing. The Member Services Supervisor ensures ongoing commitment to the Casera culture by participating in one-on-one coaching and training with staff and is responsible to complete and conduct performance appraisals with staff.

The Member Services Supervisor responsibilities include assuring the adherence to internal policy and procedure as well as legislative compliance in all areas including, but not limited to, cash and negotiable items, anti-money laundering, new membership and registered account auditing.

**The Person:**

The successful candidate will be people-focused and helpful in nature with high attention to detail. They will be outgoing and comfortable, providing leadership, support and coaching to ensure the delivery of exceptional service at all times. They will work well under pressure and lead by example. The ideal candidate will have 5-7 years of related experience with direct supervisory experience being a definite asset. The ideal candidate should also be results-oriented individual with good communication, organizational and decision-making skills.

The following would be considered additional assets:

- Advanced knowledge of registered products and estates.
- Knowledge of ATM balancing procedures.
- Advanced knowledge of credit union product and services as well as operational policies and procedures related to the deposit/investment department.

A minimum of Grade 12 education is required. Casera Credit Union offers excellent compensation and benefit package. Salary will be based on qualifications and experience.

**Contact:**

To explore this opportunity, please forward your cover letter with resume to:

Email: [careers@caseracu.ca](mailto:careers@caseracu.ca)

Closing Date: January 21, 2021

Casera Credit Union would like to thank all applicants for their interest, however, only those selected for an interview will be contacted.