



MEMBER SERVICES REPRESENTATIVE 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 outgoing, friendly and motivated individuals to join our team as Full Time Member Service Representatives (MSRs) at one of our three Winnipeg branch locations.

The position:

As a MSR you will create rewarding member experiences by providing exceptional service when assisting members with their daily banking. You will promote Casera's products and services to address member's needs and enhance their banking experience. Reporting to the Member Services Supervisor, the MSRs will establish strong relationships with our members and provide professional, polite and accurate service while adhering to policy and procedure.

In this position you will deliver a broad range of deposit services to members such as deposits, withdrawals, money orders and bank drafts, bill payments, account updates and foreign exchange.

As a MSR you will also:

- Answer routine inquiries both in person and over the phone.
- Analyze the member's needs and offer solutions that will fulfill their financial needs.
- Make appropriate referrals related to lending and investment products and services.
- Complete routine administrative tasks including completing paperwork and filing.
- Adhere to privacy and security procedures.
- Balance cheques and cash daily.

Qualifications and skills:

The successful candidate will be people-focused and helpful in nature with high attention to detail. They are organized and possess strong listening and communication skills while being polite and professional in a fast paced environment.

- Minimum of grade 12 education, additional education is considered an asset.
- 2-3 years of previous customer service experience including cash handling.
- Hands on working knowledge of computers including MS Office (Word, Excel, Outlook) and internet.
- Ability to make sound decisions based on experience, policy and procedures.
- Punctual and efficient while being adaptable to change.

Previous experience within the financial services industry, knowledge of registered products and services and the DNA banking system is considered an asset.

Applicants must be available to work Monday through Saturday at any of our three Winnipeg branch locations.

Compensation:

Casera Credit Union offers an inclusive and respectful workplace with a competitive compensation and benefit package. Salary will be based on qualifications and experience.

Contact:

Please forward your cover letter with resume to careers@caseracu.ca by 5:00 p.m. on Monday, August 29, 2022.

Casera Credit Union welcomes applicants from diverse backgrounds and those with various abilities. Reasonable accommodation related to the materials and activities used during the selection and interview process can be requested by the applicant.

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.