

# Job Posting

**Job Title:** Member Services Representative II  
**Grade:** 4  
**Rate :** \$16.55/hr  
**Location:** London Branch

## **Job Function:**

Provide a full range of services to member including responding to inquiries, analyzing needs and assisting members to utilize the products or services which best meet those needs; cross sell credit union products, process member transactions; process member requests for account updates; open new accounts; resolve difficult problems with member accounts; safeguard and balance cash under control; promotes credit union deposit services to members; sorts and files routine branch documents.

## **Major Duties and Responsibilities:**

1. Participates in deposit building, continuously promoting and selling Credit Union products and services to members and non-members.
2. Provides prompt, courteous service to members, striving to increase member satisfaction with the level of service provided.
3. Provides assistance to members by answering questions and providing quality member service through a full range of financial services (deposits, withdrawals, transfers and loan payments).
4. Identifies and fulfills members financial needs: cash/certify chouse, receive bill payments, order chutes, buy/sell foreign cash, process member statements, personal money orders, travelers cheques; post RRSP and RRIF transactions, set up term deposits, assists with money transfer procedures. Ensures proper forms are used and accurately completed.
5. Controls and process daily mail, loan and delinquency repayments and report on a daily basis.
6. Provides assistance to members by opening memberships and accounts, answering questions, and servicing member requests for deposits, withdrawals, and transfers.
7. Attends to the accurate and prompt preparation of all assigned reports, status checking, investments renewals and internal accounting reports.
8. Develops a comprehensive knowledge of all Credit Union products and services. Learn about new products and services as they are introduced.
9. Maintains daily blotter and balances own cash.
10. May be required to train other staff on basic MSR functions.
11. Performs other duties as assigned by Branch Manager.

## **Qualifications for recruitment:**

1. Excellent communication skills, both verbally and in writing in English and Polish.
2. Minimum 2 years of full-time business experience, preferably in customer service.
3. Customer service orientation, organization and problem solving skills, with attention to detail.
4. Experience with the financial system.

**Reports to:** Branch Manager

**Apply in writing to:** TomaszFalfus, Human Resources Manager, by July 20, 2010.

**Full Time (35 hours per week)**

**Bargaining Unit Position**

Posted July 13, 2010 concurrently internally and externally.