



CCEC Job Posting

January 10, 2018

Job Title: Member Service Representative I (On-Call)

Reports to: Manager, Branch Operations

Wage: please refer to Collective Agreement

This position processes routine cash related member transactions and is distinguished from other member service positions of a more senior level in that the scope of transactions processed are generally restricted to those of a cash related nature and are non-complex; practices and procedures are standard and prescribed. Responsibilities include:

- Processes member transactions such as deposits, withdrawals, loan and utility payments, money orders, credit card advances, calculation of foreign and domestic exchange, and cheque cashing, using computer systems and cash-dispensing machines.
- Recognizes member needs and promotes and cross-sells credit union deposit services to members by explaining basic credit union products and services and referring more complex requests for information and assistance to appropriate branch staff.
- Balances all transactions, vouchers, and cash daily.
- Fosters relationship building through service excellence and product knowledge.

Competencies:

Solid - Communication and interpersonal skills to serve the members and work closely with a small team

Solid - Knowledge of the customer service, cash handling and computer systems and software usage.

Solid - Knowledge of the relevant credit union policies, procedures, products and services.

Solid - Knowledge of time management, problem resolution and decision making skills.

Education: The competencies for this position would require completion of high school diploma plus some post-secondary education.

Experience: Related experience in financial services industry, sales, customer services, call centre experience would be an asset to the role.

Submit resume and cover letter to Joanne Ha, Manager Branch Operations at jha@ccec.bc.ca or drop off in the branch. The position is open until it is filled.

About CCEC

CCEC is a autonomous and independent credit union located in the heart of Vancouver on Commercial Drive. The credit union was formed in 1976 by a group of community organizations, community activists, local co-ops and not-for-profits who were unable to access financial services through mainstream banks and credit unions.

*This group came together and solved the problem themselves. They created a credit union that had a mandate for supporting local economic development, social justice and underserved. **CCEC** is short for the Community Congress for Economic Change which was the name of the original founding group of members. That early mission remains unchanged and is alive today in the work that we do as a local financial co-operative.*

We are passionate about serving our members, providing access to financial services and contribution to the local economic development in our community.