



Date Opened: January 31, 2025  
Date Closed: until filled  
Competition Number: SCU-250101-OC

## **Casual Member Service Representative** **(must be available 9-5 Mon-Fri)**

*Are you passionate about providing exceptional service while helping members achieve their financial goals? Join our team as a Member Service Representative!*

As a Member Service Representative with Sydney Credit Union, you will be the first point of contact for our members. Your primary responsibility is to deliver outstanding service while identifying and offering financial solutions that truly meet the needs of our members. Your approach to sales will focus on enhancing our members' financial well-being.

### **Key Responsibilities**

- Provide exceptional front-line service to members by processing financial transactions efficiently and accurately.
- Build strong relationships with members through effective communication and a deep understanding of their financial needs.
- Identify and recommend appropriate products and services that align with members' financial goals and well-being.
- Uphold our commitment to ethical sales practices by only offering solutions that genuinely benefit our members.
- Assist with administrative tasks and maintain accurate records.
- Support our member relationship strategy by performing outbound calls and promoting our products and services.

### **Qualifications**

- High school diploma or equivalent; a certificate or diploma in Business is a plus.
- Previous experience in a sales role, preferably in the financial industry.
- Strong interpersonal and communication skills.
- Proven ability to build and maintain positive relationships with members.
- Detail-oriented with a strong focus on accuracy and efficiency.
- Self-motivated and enthusiastic.
- Strong alignment with Credit Union values and a commitment to our mission of serving our members' financial well-being.

## Working with SCU

We are committed to developing a healthy workplace culture and offer an opportunity to join an engaged and community-focused team along with:

- An opportunity to work up to 35 hours per week, making \$22.85 per hour. *\*Our full-time, unionized employees are sourced from our casual pool.*
- Opportunities to participate in community volunteer initiatives.
- A supportive and inclusive work environment.
- Customized training and opportunities for personal development.
- Credit Union system experience an asset

***Please note that all offers of employment are conditional upon the acceptance of an Individual Fidelity Bond Application which includes a criminal record check and a credit check.***

To apply, please send your resume, quoting competition # [SCU-250101-OC](#), to [recruiter@sydneycreditunion.com](mailto:recruiter@sydneycreditunion.com) (Applications will be accepted until all positions are filled)

*\*\*We wish to thank applicants in advance; only candidates selected for an interview will be contacted. **\*\*paper copies will not be accepted***

### **Accommodations**

Sydney Credit Union is committed to providing access, equal opportunity, and accommodation for individuals with disabilities. To request accommodation, please contact Human Resources by email at [recruiter@sydneycreditunion.com](mailto:recruiter@sydneycreditunion.com) or call 902-270-3181