



COMMUNITY

Work with us!



shop local, bank local, live local

ABOUT US

Community Credit Union of Cumberland Colchester Limited is a co-operative, full service, financial institution with branches in both Truro and Amherst, Nova Scotia.

With a focus on community growth and financial empowerment, we are more than just a bank. We provide exceptional financial products and offer a wealth of knowledge through our staff and partners, but success is also defined through strong bonds with our membership, our communities and in joining together to enhance the financial skills and understanding of each person who walks through our branch doors. This guidance allows our members to make the best financial decisions for themselves, their families, and their businesses.

At Community, we value the power of diversity, equity, and inclusion within our team and with the relationships we have with our valued members.

Applications from candidates who have been historically disadvantaged and marginalized, including Indigenous peoples, black, racialized, a person with a disability, and 2SLGBTQ+ are encouraged to apply.

communitycu.ca





We have a **casual** position available for a **Member Relationship Advisor** with us in **Truro, Nova Scotia**. Reporting to the Branch Manager, the Member Relationship Advisor is responsible for providing exceptional member service, including presenting and explaining a basic number of credit union products and online services; cross-selling credit union products and online services and assisting them to utilize these products and online services. As this is a casual position, the incumbent is required to be on call when required and be flexible to work any day of the week from Monday to Friday. Hours will vary based on the operational needs of the branch.

ROLES AND RESPONSIBILITIES

- Provide exceptional customer service to current and prospective members.
- Pro-actively identify members' financial needs; suggest appropriate product or service and refer members to other departments.
- Process various financial transactions and balance daily work in an efficient and accurate manner.
- Understand all products and services offered by Community Credit Union. These include but are not limited to facts and features; benefits and advantages; rules and regulations and price structure.
- Assist in the promotion of new products and services to Credit Union members.
- Respond to member inquiries and resolve any concerns or discrepancies.
- Follow the Credit Union's security and risk management procedures.
- Demonstrate a team approach and provide support to the Front-Line team.
- Complete other duties as assigned.



SKILLS AND EXPERIENCE

- Completed a certificate or diploma in Business plus have a minimum of one-year sales and service experience, preferably in the financial industry; or equivalent combination of education and experience.
- Superior customer service and business development skills.
- Proven ability to achieve and exceed business / sales objectives
- An outgoing and self-motivated nature with strong work ethics
- Demonstrated critical thinking and problem-solving skills
- Proven history of accuracy and high attention to details (data entry, paperwork, cash balancing)
- Superior communication and time management skills.

EMPLOYEE BENEFITS

We offer an excellent benefit and compensation package including extended medical, employer matched pension plan, staff banking rates, paid vacation and sick time, professional development opportunities, paid STAT holidays and on-site parking.

WE'D LOVE TO HEAR FROM YOU

If you wish to apply for this position, please forward your cover letter and resume to Krystle Clyke at kclyke@community.creditu.net.

Only candidates who have been selected for an interview will be contacted.