



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 full time, permanent position available for a **Concierge/Member Relationship Advisor** with us in **Truro, Nova Scotia**. Reporting to the Branch Manager, the Concierge/MRA is responsible for high level reception and for responding to both online and in-person inquiries all while delivering advice and solutions to existing and potential members via all virtual channels including but not limited to telephone, email, live chat, SMS, website, and any future technologies adopted by the Digital Innovation Centre. The position is also responsible for providing counter service to current members and customers, 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.

Key result areas include being the first point of contact at the Digital Innovation Centre, member relations, administrative support, delivery of financial transaction services online, sales, marketing and promotion and department/work unit/credit union support. This is a rotating position between the two Truro branches located at Willow Street and Prince Street.

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.
- Operate switchboard to receive incoming calls at the Digital Innovation Centre, determine nature of the calls, and handle or transfer calls to the appropriate individuals or departments.
- Complete other duties as assigned.



SKILLS AND EXPERIENCE

- The Concierge/MRA will have successfully completed a high school diploma plus a one-year office administration course plus have one to two years related experience in an administrative support environment and hospitality management; or equivalent combination of education and experience.
- To perform this job at 100% competency, written communication, time management, efficient decision making, enhanced comfortability with computers, mobile phones, tablets and other devices are required.

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.