

Job Description

Location: Morell, PEI

Salary Range: \$17.50 - \$25.00 per hour

Job Status: Part-time to Full-time, Permanent

Hours: 38.5 hours per week

Member Service Representative

Join our dedicated team at Morell Credit Union, where commitment to community, member satisfaction, and financial excellence are the foundation of everything we do.

Morell Credit Union is a community-driven financial institution committed to a better banking model. A credit union is like a bank in many ways, but with cooperative ownership and a special focus on people, not profits. We offer an array of day-to-day banking services, lending, savings, and investment products.

We are currently seeking a Member Service Representative, reporting to the Assistant Manager. The successful applicant will be responsible for providing counter and telephone service to current and prospective members; processing financial transactions, including daily balancing of cash; assisting members with their financial needs; and promoting credit union products and services.

What We Offer...

- An opportunity to join an engaged and community-focused team.
- Competitive compensation, benefits with performance-based incentives.
- Generous benefit package including a Flexible Health and Dental Plan (paid 60% by employer) and up to 6% contribution with employer match in the Defined Contribution Retirement Plan.

- Tuition reimbursement, training, and personal development.
- Additional employee perks include, but are not limited to, Annual Wellness and Clothing Allowances.

What You Would Be Doing...

- Providing exceptional customer service to current and prospective members.
- Proactively identify members' financial needs; suggest appropriate products or services and refer members to other departments.
- Process various financial transactions and accurately balance daily work.
- Understand all products and services offered by Morell 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 compliance and risk management procedures.
- Demonstrate a team approach.

The Ideal Candidate...

- Has completed a post-secondary certificate.
- Has a minimum of one year of sales and service experience, preferably in the financial industry, or equivalent combination of education and experience.
- Is passionate about providing exceptional customer service.
- Can achieve and exceed business/sales objectives.
- Is self-motivated with a strong work ethic.

- A critical thinker with problem-solving skills.
- Accurate and has a high attention to detail (data entry, paperwork, cash balancing).
- A great communicator with time management skills.

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

To apply for this position:

Email: lmurphy@morell.creditu.net

Fax: 902-961-3485