



Job Posting

Position	<i>Member Service Representative – Full Time</i>
Reports to	<i>Branch Manager</i>
Location	<i>Main Branch</i>
Posting Date	<i>March 2022</i>

Job Description

The Member Service Representative performs member transactions, providing legendary member service and advice to create legendary member experiences. This role is required to understand member needs and identify opportunities to promote Moya products and services to the members, referring them to appropriate team members and partners. The Member Service Representative reports to the Member Service Manager.

Primary Duties & Responsibilities

Member Experience

- Create a legendary member experience at every interaction and look for ways to contribute to the ongoing improvement of the overall branch member experience.
- Complete financial transactions such as deposits, withdrawals, bill payments and/or other account transactions for members in an accurate and efficient manner.
- Ensure member problems are handled appropriately, escalating issues when necessary.
- Proactively demonstrate an enhanced member experience and create a positive member experience via “First Impression” by greeting them and making them feel welcome.
- Ensure the member area is professional and inviting including keeping all workspaces neat and tidy.

Teamwork

- Contribute to a positive working environment.
- Actively participate in the performance management process.
- Meet professional/personal development objectives.
- Actively participate in regular meetings and staff sessions.

Business Results

- Engage members in conversation to understand and help meet their current and future financial needs by proactively providing them with advice and appropriate products and services.
- Contribute to the achievement of branch business objectives by meeting or exceeding individual referral goals.
- Understand and meet the needs of the members by providing them with advice on appropriate products and services, and/or identify sales opportunities and refer members to the appropriate team member.



- Contribute to the timely and accurate completion of branch administrative work.

Internal Practices and Processes

- Contribute to the branch objective for Operational Excellence by adhering to internal and external policies and procedures and Audit guidelines including non-credit losses.
- Be knowledgeable of and comply with Credit Union codes of conduct including but not limited to Member Privacy and security laws and regulations.
- Ensure necessary due diligence is taken to support the accuracy of all member transactions.
- Understand and apply branch/credit union operating policy and procedures - including assisting the opening and closing procedures for the branch.

Additional Attributes

- Aptitude for processing transactional and administrative functions.
- Outgoing personality with excellent communications skills, a positive attitude, excels in time management and organizational skills, and comfortable handling cash transactions.
- Initiative and ability to identify opportunities for referrals to Moya products.
- Willing to work flexible hours.

Schedule

- Monday to Friday.
- Saturday shifts are all half-day morning shifts (8:30am - 1:30pm) on a rotational basis.

Education

- Secondary School (required).

Experience

- Customer service: 1 year (preferred).

Language

- Basic level Slovenian (preferred).

Application & Selection Procedure

Qualified applicants are invited to apply in writing and should include an updated copy of resume. Please email careers@moyafinancial.ca.

We are committed to accommodating people with disabilities as part of our hiring process. If you have special requirements, please advise Human Resources during the recruitment process.

In accordance with our commitment to the health and safety of all employees and our obligation to ensure a safe workplace for all employees, Moya Financial has implemented a Covid-19 Policy where consideration for filling any new vacancies will be given to those applicants who are fully vaccinated against Covid-19. Offer of employment is also conditional upon Moya Financial receiving written confirmation of your receipt of a full series of a Covid-19 vaccination approved by the World Health Organization. The

Moya Financial

725 Browns Line Toronto ON M8W 3V7
tel: 416-255-1742 fax: 416-255-3871
toll-free: 1-888-728-1742

Moya Financial is the business name used
by Moya Financial Credit Union Limited



Credit Union's requirement that you be vaccinated is subject to any accommodation obligations it may have under the Ontario Human Rights Code.

We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.