



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

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# Job Board Posting



Careers.Indigenous.Link

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## Member Services Representative

<b>Job ID</b>	<b>1B-A1-56-68-A2-1E</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=1B-A1-56-68-A2-1E">https://careers.indigenous.link/viewjob?jobname=1B-A1-56-68-A2-1E</a>	
<b>Company</b>	Assiniboine Credit Union	
<b>Location</b>	Winnipeg, Manitoba	
<b>Date Posted</b>	From: 2022-09-16	To: 2022-11-15
<b>Job</b>	Type: Full-time	Category: Service Sector
<b>Languages</b>	English	

### Description

Assiniboine Credit Union is hiring for the position of Member Service Representative

About this opportunity:

The Member Service Representative is a full-time position (37.5 hours per week)

You must be available to work evenings and weekends

You must be willing to work at any of our Winnipeg locations based either out of North, Central or South districts.

The position offers a competitive compensation plan including health and dental benefits, matched pension, and vacation.

The role is an ideal place to start your career in financial services, with opportunity for development and growth into a variety of roles at ACU based on your unique skills and aspirations.

Responsibilities:

As a Member Service Representative, you will play a key role in delivering a consistent and compelling member experience at ACU, supporting members with their day to day transactions and digital banking, asking questions to uncover their unique needs, answering their inquiries, resolving concerns, and connecting them to the team of experts across ACU.

The Member Service Representative:

Provides a high level of service by attending to members in a courteous and professional manner, ensuring all advice and service delivery standards are met and exceeded at all times.

Promotes, educates, and assists members with their digital banking needs.

Provides transactional service to members including deposit processing, withdrawals, bill payments, cheque cashing, etc.

Assists with opening and closing duties of the vault, ATM, and cash recycler units as required.

Supports lobby management, greeting members warmly on arrival.

Through discovery, identifies members' goals and needs and connects them to the right Advisor to serve their immediate and future needs in all interactions on the frontline and during lobby management.

Achieves individual targets and collaborates to support team success, demonstrating service excellence and product knowledge.

Resolves member complaints with an aim for first contact resolution and referring complex issues when needed.

Observes and adheres to all credit union policies and procedures on internal control and risk management including security requirements for cash custody & safe guarding, frauds, forgeries and robbery procedures.

Demonstrates understanding of ACU's commitment to values-based banking, respectful workplace, and Diversity, equity and inclusion.

Maintains privacy, keeping strictly confidential member information that becomes available to them in the course of their duties.

Qualifications:

Education and Experience

To apply for this position, you must have a grade 12 diploma plus 2 to 3 years' experience working in a similar job.

To do this job, you should have:

Experience handling cash- including counting and balancing activities  
Excellent customer service and problem-solving skills so you can help members with their problems and concerns  
Strong communication skills and the ability to build good relationships with other people  
Strong attention to details with the ability to act and learn from getting feedback  
The ability to work independently and take on new projects  
The ability to do many different activities at the same time and to stay organized  
Experience with computer programs such as Microsoft Suites (Word, Excel, Outlook) and others  
The ability to communicate fluently in English- both speaking and writing  
Knowledge of credit union products and services, policies and procedures is an asset.

#### WHO WE ARE

As a Certified B Corporation® and one of Manitoba's Top Employers (2022), the culture of Assiniboine Credit Union is supportive of the individual while focused on the greater community. You'll be motivated by shared values and encouraged to always think about how, through financial sustainability, we can do more for our members, our employees and our community.

Choosing to work at Assiniboine Credit Union means that you'll be working for an organization that...

puts people, planet and prosperity first,

values diversity and inclusion,

is focused on social and environmental responsibility,

supports employees through training programs and long-term career development,

offers a competitive total compensation program which includes bonuses, a matched pension program, and health and dental benefits.

If doing things differently and doing more is part of who you are, join us on a rewarding journey where your personal aspirations and career goals can align.

PS: If you are interested in applying for this position and get into our pool for future consideration please submit your application on our Recruiting Portal

<https://recruiting.ultipro.ca/ASS5000ACUL/JobBoard/9396fe2a-bb59-4d60-9067-2bc2be5427c3/Opportunity/OpportunityDetail?opportunityId=393530a0-1799-47fa-bcc6-82dcb3689c16&sourceId=20adf9b4-9a5d-4c73-a54a-c9c9f6f8a1d9>

We thank everyone who applies but only candidates selected for an interview will be contacted.

Please note this position will be required to float within in any of the branches within our three Winnipeg districts i.e.,  
North District - Garden City, Henderson, Rivergrove, Gateway, Jefferson.

Central District - Disraeli, McGregor, Regent, St. James, True North Square, West Broadway

South District - Charleswood, Pembina, School Road, St. Annes, St. Vital, Tuxedo

We are committed to workforce diversity and actively recruit people with diverse backgrounds, experiences, and perspectives reflecting the community in which we live and work. Applicants may request reasonable accommodation related to the materials and activities used throughout the selection process.

#### How to Apply

Click "Apply Now"

If you are interested in applying for this position and get into our pool for future consideration please submit your application on our Recruiting Portal