

## Member Service Representative

Belgian-Alliance Credit Union

Full Time - Permanent

*Come work where you can make a difference...*

### The Opportunity

For over 85 years, the Belgian-Alliance Credit Union (BACU) has taken great pride in delivering quality financial services to over 5,000 member owners. With three branches in Winnipeg and open to all, BACU is a dynamic financial institution that is poised for continued growth.

We're currently seeking a full-time Member Service Representative (MSR) to join our team. As an MSR at BACU, you play a pivotal role in curating the customer experience.

- You are the friendly face of the company, welcoming members with warmth and professionalism.
- Your primary responsibility is to support and assist members, ensuring their needs are met promptly and efficiently. Whether it's answering inquiries, resolving issues, or guiding them through processes, you do so while adhering strictly to defined policies and procedures.
- Your attention to detail, problem-solving skills, and commitment to exceptional service make you an indispensable part of the organization. Through your interactions, you not only represent the company but also contribute to the overall satisfaction and loyalty of our valued members.

### The Person

- Must be a self-starter with strong communication skills.
- You are an individual that is detail oriented, friendly, works extremely well with others, and has completed Grade 12.
- Knowledge of investments, cash management, or previous credit union or financial institution experience are considered definite assets.

### Responsibilities

- **Quality Service:** Provide exceptional service to our members, addressing their inquiries, assisting with transactions, and ensuring their needs are met promptly.
- **Advice-Based Sales:** Engage with members to understand their financial needs and recommend appropriate products and services.
- **Problem Solving:** Tackle member issues and find effective solutions, ensuring their satisfaction.
- **Administration:** Handle day-to-day administration, including processing transactions, managing accounts, and maintaining accurate records.

## Why Join Us?

- **Legacy:** Be part of our rich history and contribute to our continued success.
- **Team Environment:** Collaborate with a supportive and friendly team.
- **Support Staff Development:** We believe in investing in our team. We provide ongoing training and development opportunities to help you build a successful, long-term career.
- **Community Impact:** Make a difference in the lives of our members.

If you're ready to be part of a dynamic Credit Union that values its employees and members, apply today! Applicants are invited to submit their resume in confidence to [careers@bacumail.ca](mailto:careers@bacumail.ca) by Friday, June 14, 2024.

*We appreciate the interest of all applicants, however only those under consideration will be contacted.*