



External Advertisement – EX 2018-03

Closing Date: Until filled

Part Time Multi Branch Member Service Representative

We are seeking an individual to fill the part time role of Multi-Branch Member Service Representative. The multi branch role will be scheduled to provide coverage in various VantageOne Branch locations. The successful applicant must be fully available Monday through Saturday.

The Member Service Representative responsibilities are to meet, greet and provide an extraordinary member experience through analyzing member needs by identifying opportunities for up selling and cross selling and referring potential business opportunities to specialist staff.

VantageOne Credit Union provides stimulating work, in a dynamic, equitable, supportive innovative work environment.

Our members have a real stake in our day-to-day decisions, and our operations reflect the needs of the community.

VantageOne Credit Union offers a competitive salary for this part time position. Please indicate IA posting number when forwarding your cover letter and resume in confidence to HR@vantageone.net. We thank all those who express an interest, however; only those selected for an interview will be contacted.



Job Description

POSITION TITLE:	Multi – Branch Member Services Representative
BUSINESS: UNIT/DEPARTMENT:	VantageOne Credit Union
LOCATION:	VantageOne Branch locations
REPORTS TO:	Member Services Managers

PURPOSE OF POSITION

The purpose of the Multi – Branch Member Services Representative is to meet, greet and serve our membership and foster partnership building through service excellence, service delivery and product knowledge. This position will be scheduled providing coverage to various VantageOne branch locations.

ROLES AND RESPONSIBILITIES

Member Service

- Interacts with members providing deposit services
- Recognizes member needs
- Answers questions and solves problems in response to members needs referring more complex situations to Supervisor/ Manager
- Explains basic products; benefits and services
- Promotes and cross-sells credit union and subsidiary services
- Refers complex requests for information and assistance to appropriate staff/departments/branches/subsidiary
- Participates in member promotion and product campaigns
- Educates members on use of alternate/automated services
- Participates product and services promotions

Cash Transactions:

- Daily data entry using on-line systems and electronic equipment
- Prepares and processes deposits and withdrawals using central cash machine, cheque cashing, transfers between accounts, utility bill payments, drafts, money orders (CDN & US), processes hold funds and prepares outgoing wire transfers, credit card advances, calculation and sells of foreign currency, provides MasterCard cash advances, sells travelers cheques (CDN & US) and sells/cashes CSBs
- Lists and balances outgoing cheques and balances all transactions and vouchers within established time frames
- Produce and print member cards
- Processes account closures following VantageOne policies and procedures
- Balance manual bill payment
- ATM balancing and processing and process night deposits
- Assists Supervisor/Manager with cash and deposit supply management
- Assists Supervisor/Manager with recycler set up, loading and balancing as required
- Adheres to branch cash limits as outlined in VantageOne's policy and procedure manual
- Maintains joint custody of combinations
- Assists Supervisor/Manager with the treasury process and gl transactions for end of day balancing

Non-cash Transactions:

- Accesses cheque imaging for member information and verification
- Assists members with lost or stolen cards (ATM or MasterCard).
- Performs change of address.
- Orders/prints cheques
- Opens new demand accounts.

- Add or changes package status.
- Sets up or adjusts auto transactions.
- Sets up stop payments.
- Sets up Member link Access code and bill payment vendors for member link.
- Answers member questions on statement items.
- Responds to members ATM card or other banking problems and inquiries
- Sets up new and deals with accessing or closing out safety deposit boxes.
- Prints in-house bank statements
- Refers member's banking concerns to Account Manager or Branch Manager.
- Completes related documentation for new account opening forwards to Account Manager for follow up.
- Takes member information for loan applications and forwards to Account Manager for processing and completion; does credit checks for qualification purposes according to VantageOne policy.
- Follows Privacy Act and Anti Money Laundering Legislation
- Assists in Branch Opening and Closing Procedures

Investment transactions:

- Opens new term deposits for members who meet minimum investment requirements.
- Transfers funds from demand accounts into a current RRSP contract.
- Sets up auto transfers to RRSP.
- Processes RRSP redemptions.
- Opens new contracts and processes term investment if applicable.
- Completes term investment forms and mails to the member as confirmation of investment transaction.

Administration:

- Tracks sales efforts as directed
- Mails out or completes MasterCard application forms to members who inquire.
- Assists in the processing of daily mail
- Sorts, balances and films manual utility bill payments
- Films and couriers outbound cheques
- Assists Account Managers with Estate Accounts

Team

- Attends, participates and contribute to scheduled meetings as required
- Provide operational support to work team members

Other Duties as Assigned

EDUCATION & EXPERIENCE

Education:

- High School Graduate/ Grade 12

And

Job Related Experience:

- 1-3 years' experience in a Credit Union or an equivalent environment.

Or

- An equivalent combination of both Education and Experience acceptable to VantageOne

SKILLS AND KNOWLEDGE

Accounting

Familiarity in the area of accounting as it applies to balancing daily transactions/blotter.

Finance

No knowledge in this area is required for this position. Employee will not be involved in financial analysis, budget design and control, asset liability management, risk analysis, tax standards, liquidity management, prediction of economic trends and rates, money market issues, investments, pricing/rate strategies or financial reporting.

Administrative Processes

Working Knowledge of in this area as it applies to processing transactions, completing documentation and verifying

member information.

Communication

Working Knowledge in this area in regard to verbal and written communication techniques to meet the needs of differing audiences and communication objectives including active listening, revising methods of communication to deal with member concerns.

Granting of Commercial Credit

No Knowledge in this area required for this position. This position does not grant commercial loans or have commercial lending limits.

Granting of Consumer Credit

No knowledge in this area required in this position. This position does not grant retail loans or have retail lending limits.

Core Products and Services

Working Knowledge in this area in regard to the features and benefits of deposit, investment and lending products and services to make a sale, referral or direct enquiries.

Specialized Products and Services

Working Knowledge is required in this position; a solid understanding of the features and benefits of wealth management, products and services such as RRIFs, RRSPs, RESPs, Estate Planning or administration, financial planning, mutual funds, merchant MasterCard, commercial and retail lending products.

Regulations/Legislation/Credit Union System

Familiarity in this area. A basic understanding of the regulatory and legislative conditions under which Credit Unions operate and/or the provincial and national Credit Union structure and related organizations. Some examples are VantageOne Policies and Procedures, Deposit Insurance, and Canadian Payments Association.

Insurance

Familiarity in this area in order to make a referral or a direct inquiry to one of our subsidiaries in regard to specialized insurance such as travel, and life.

Computer Based Systems Operations

A Working Knowledge in this area is required in this position. A solid understanding is needed for the purpose of retrieving, updating and manipulating information on the banking system, current loans origination system, current system used for credit checks, cash dispensing machines, central portal system, outlook, Member Direct, Member Link and automated teller machines to solve day to day problems.

Computer System Design, Development and Technical Support

No Knowledge in this area required in this position. This position is not responsible for evaluation, design, development, and maintenance or user support of computer systems or operations.

Human Resource Management

No Knowledge in this area required in this position. This position is not responsible for employee counselling, succession planning, or recruitment.

Marketing

No Knowledge in this area required in this position. This position is not responsible for participation in marketing planning.

Competitive Environment

Familiarity in this area is required in this position. A basic knowledge of the competitive environment as it relates to the degree of local competition, trends in the industry, products, services and offered by others in our area.

Sales and Service

Working Knowledge in this area is required in this position as it refers to the application of sales techniques including; analysing needs and identifying opportunities for up selling and cross selling, referring potential business opportunities to specialist staff, and closing the sale.

STRENGTHS AND ABILITIES

Striving Strengths <ul style="list-style-type: none"> • Ability to Achieve • Desire to Succeed • Competent • Committed to be of Service to Others • Ethical • Available 	Thinking Strengths <ul style="list-style-type: none"> • Focused • Disciplined • Able to Arrange • Responsible • Problem Solving Ability • Committed to Accuracy 	Relating Strengths <ul style="list-style-type: none"> • Empathetic • Caring • Team Player • Ability to build and sustain relationships • Partnership and Advice Focused • Positive Attitude
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PHYSICAL REQUIREMENTS

Physical exertion

Occasional less than ¼ of the time this would include lifting heavy bags of coin or data bags, stocking supply room, stooping, reaching, pushing, and pulling.

Visual attention

Constant more than ¾ of the time this may include intense reading of documentation or data, close monitoring of computer screens or detailed work.

Travel

Minimal Travel – Travel either day to day or overnight is not required in this position.

Manual Dexterity

Frequent between ½ and ¾ of the time this includes computer keyboarding or mouse work for a significant portion of the work day. 40 Wpm Keyboarding Skill.

NATURE OF SUPERVISION

Immediate Supervisor	Branch Member Services Managers
Supervisor Responsibility Level	No Supervision
Positions Supervised	None