



Contact Centre Advisor

Reports Team Lead Contact Centre

Purpose of Position

At ABCU Credit Union Ltd. (ABCU) our culture is based on our passion to be financial professionals dedicated to doing what is right for our credit union and members. We embrace employee strengths and strive to empower employees to make the right decisions quickly and accurately every day. Our team members are provided with the tools to deliver a meaningful member experience in an environment that values and supports their contributions.

The Contact Centre Advisor is responsible for building, maintaining, and deepening relationships with members who are on default portfolio through interactions by phone, online or email in an enthusiastic and proactive member focused manner. This role is responsible for delivering an advice-based experience to our members by understanding their financial needs and goals and subsequently recommending member solutions for all their personal banking needs. They must be well informed of every product and service offered and know how to educate and resolve the members' needs and be an expert at introducing members who qualify for Advisory Services. This role works closely with the advisory team and contact center to ensure that members' needs are met, and referrals are taking place.

Experience Required

- Post-secondary education required.
- Comfort and ability to work with a high paced contact center environment.
- Have a passion for detail/accuracy.
- Proficient use of Microsoft Office Suite (Word, Excel, Outlook).
- 5 years of job-related experience.
- Mutual fund license required.
- Completion of the Personal Financial Services Advice (PFSA) offered through Canadian Securities Institute
- Completion of the Personal Lending and Mortgages Course (PLM) offered through Canadian Securities Institute.
- A combination of post-secondary education and work experience will be considered.
- Comfort in working within a high Member Engagement Role.
- Completion of Ethics and the Client Experience (ECE) CSI Course.



Interested candidates please provide a cover letter, salary expectations and resume to:

Ms. Shey Pfeiffer, ABCU Credit Union
general@abcu.ca

ABCU thanks all applicants for their interest; however, only those selected for an interview will be contacted.

Closing date: this position will remain vacant until a suitable candidate is identified.