



CORPORATE
5007 50 Avenue
Beaumont, AB T4X 1E7
P: 780-929-8561
F: 780-929-2999

An exciting opportunity exists, for a casual Member Service Associate to join our team. You are the primary Brand Ambassador for ABCU. You provide enthusiastic and responsive member service on all transactional deposit and account services including being digital experts in electronic banking products, online banking enrollment, online bill paying services and mobile banking services. You will work with the Branch Experience Supervisor to create the in-branch member experience through campaigns, and by ensuring the branch is representative of the credit union vision and strategy.

Experience

- 6+ months customer service and banking experience.
- Strong knowledge of technical functions of self-service banking, mobile banking and internet banking.
- Excellent service, communication, interpersonal, organizational and teamwork skills.
- Comfort and ability to work with a high level of detail/accuracy.
- Must be comfortable in a changing environment and master new products and services quickly.
- Decision making skills to support the member experience.
- Proficient use of Microsoft Office Suite (word, excel, outlook).

Education

- High school diploma or equivalent.

Responsibilities

- Represent ABCU in a courteous and professional manner.
- Strengthen relationships through education of ABCU products and services to maximize retention and income generation.
- Complete and process member requests for transactional services, such as deposits, withdrawals, payments and resolving discrepancies, and answering questions.
- Perform data entry and other tasks required for the administration and processing of banking transactions and the maintenance of account records. Second-day review of banking reports.
- Troubleshoot and resolve banking issues with emphasis on member service and problem resolution.
- Develop and maintain an in-depth knowledge of products, services, department procedures and policies, and regulations to ensure accurate handling of member inquiries.
- Educate and set up members on online banking, mobile banking, and bill payments.
- Help educate and navigate members through the internet banking site.
- Analyze and resolve problems quickly while communicating effectively and documenting responses.
- Maintain and balance cash drawer and reconcile discrepancies.



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

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.