

Your Neighbourhood Credit Union Limited
Job Description

Classification: Level 5

Position: Member Services Representative (MSR) Part--Time

Date: July 2005

Salary Range: See collective agreement.

Position Summary:

Provide front line assistance to Your Neighbourhood Credit Union members by responding to transactional and account inquiries and by processing counter transactions. Identify and respond to sales and service opportunities by building on-going professional relationships with members and maintaining a proficient knowledge of Credit Union account products and services.

Key Position Responsibilities:

- Identify sales and service opportunities through face-to-face, and telephone interactions ensuring the on-going promotion of Credit Union products and services, which contribute to organizational growth.
- Build and maintain an in-depth knowledge of Credit Union accounts and related products and services, ensuring member communication reflects current and accurate information.
- Keep combinations, passwords, keys, policies, and member information confidential as per Your Neighbourhood Credit Union operating policy thereby ensuring the safekeeping and security of all negotiable items and information entrusted.
- Validate and process member counter transactions', including but not limited to savings and chequing transactions, stop payments and hold funds, cheque cashing and engraved forms, ensuring transactional integrity and an accurate balancing and accounting for all transactions.
- As required, act as custodian to branch ATM and Treasury functions, including ATM cards and engraved forms, ensuring transactional integrity and an accurate balancing and accounting for all transactions and documents.
- As required, promptly respond to telephone inquiries, taking ownership of issues within authority relating to transactional and account inquiries, and directing member to specialized employees as required. Schedule branch appointments to accommodate efficient member traffic.
- As required, participate in branch administrative functions that support the balancing and maintenance of cash and account related transactions.

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Classification: Level 5

Position Title: Teller Part-Time

Date: July 2005

Wage/Salary: See collective agreement

Key Position Responsibilities (cont.)

- Participate in other branch processes as requested.

Position Authority (People, workflow, and resources):

People: none.

Workflow: Upon request assist manage the application of work processes.

Resources: Shares responsibility for office security and safekeeping, administration of cash holdings, assigned equipment and efficient use of office supplies.

Position Qualifications (experience, skills, and education required for appointment):

Grade 12.

Transportation to all Brant branch locations; flexibility to work any established shifts.

Ability to establish effective relationship with people.

Ability to accurately and efficiently handle work processes.

Skills and Competencies (personal skills and attributes to be developed further after appointment):

Ability to communicate effectively, both written and orally.

Ability to remain composed in challenging situations, taking every opportunity to resolve conflict.

Ability to maintain a positive and constructive sense of humour.

Recommended development (recommended programs and courses for personal development at this level):

Training and development opportunities will be made available to the employee group from time to time. As programs are introduced and content reviewed, specific courses may be recommended for this position.