

Career Opportunity

As the key banking alternative in Southern Alberta, 1st Choice Savings serves approximately 18,000 members through a network of 5 branch locations. 1st Choice Savings is a financially strong Credit Union with assets under administration of over \$900 million and is poised for continued growth. For further information, please check out their website at www.1stchoicesavings.ca

The Position – Reception full-time (Fairmont)

The purpose of the Reception position is to be the first contact for members when visiting the branch or calling into the main reception line. This individual will be responsible to provide a lasting first impression through member centric service, assist with troubleshooting help, and coordinate members to the appropriate individuals for further assistance.

Key Accountabilities:

- Greet members that arrive and leave the branch, with the objective of leaving a lasting first and last impression.
- Answer all incoming calls, return missed calls, and transferring calls to the appropriate individuals.
- Assist with member inquiries and coordinate them to the appropriate individuals or digital resources for further assistance.
- Identify and troubleshoot member inquiries to help guide and/or resolve their concerns.
- Be responsible for a variety of administrative functions such as administrating incoming and outgoing mail, supply ordering, data entry, information gathering, and general postings.
- Conduct outbound calls such as the inactive call list.
- Use the Member Relationship Management system to assist in managing member relationships (Tasks, Notes, Conversations).
- You will assist in the achievement of the branch sales and objectives while maintaining a high standard of operational effectiveness, superior member experience and optimal sales performance.

Skills and Qualifications:

- Excellent telephone etiquette skills that drives' good member service.
- Proven ability to manage and handle member resolutions.
- Have a strong passion to be a team player where you are flexible, adaptable to a changing environment, and can demonstrate the desire to work individually or within a team environment.
- Strong written and verbal communication skills (in person and on the phone).
- Highly organized, with strong attention to detail, and effective time management skills with the ability to manage multiple priorities.
- Strong working knowledge in Microsoft Office 365 products (Word, Excel, Outlook).

For further information or to submit a resume, please contact:

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