

Company Overview

1st Choice Savings is a full-service financial institution and cooperative serving approximately 18,500 members across a network of 5 branch locations in Southern Alberta. With assets under administration exceeding \$950 million, 1st Choice Savings is a financially strong Credit Union with a promising potential for growth. The organization follows a corporate purpose and guiding principles where the goal is putting the members financial well-being first, above all else. For further information, please check out our website at www.1stchoicesavings.ca

The Position - Financial Service Associate

The Purpose of the Position:

To assist our client members with their financial transactions and to enrich their financial well-being. This position is an integral part of the team because it will have the most exposure to forming the best first impression and is the crucial segue to ensuring that we are taking every opportunity to service our member with a “full financial advice” approach.

- You will be part of a team where the culture of member service delivery is first and foremost.
- You will have the opportunity to utilize and/or grow your skill sets by assisting with the full balanced approach to financial advising.
- You will have the opportunity to be a leader in your market by establishing, managing, and maintaining awareness of 1st Choice Savings and Credit Union and cultivating relationships through local events, network groups and center of influences.

Key Accountabilities:

- You will be the first point in contact to help members with their financial transactions while proactively connecting with the members to identify any current and/or potential future needs while ensuring that they will be connected with the appropriate individuals to fulfill those needs.
- You would participate in the overall processes and daily activities of the branch to ensure that the “member centric” environment is sustained.
- You would be part of an exciting environment where learning and growing is proactively requested and encouraged.
- You will assist in the achievement of the team sales and objectives through the achievement of your individual targets while maintaining a high standard of operational effectiveness, superior member experience and optimal sales performance.
- You would establish, manage, and maintain awareness of the credit union in your local market and within networking groups.

Skills and Qualifications:

- Strong interpersonal skills to be able to influence and promote the credit union vision.
- Have a strong desire and personal ethics towards obtaining top results and to achieve a high standard of excellence.

- Have a strong passion to be a team player where you would be flexible, cooperative and can demonstrate the desire to work within a team environment.
- You have the willingness to learn and are committed to self-improvement.
- Minimum 1 year of customer service experience.
- Strong attention to detail and accuracy.
- Understands financial concepts and has digital acumen.
- Post-secondary education in related industry or financial services experience.

For further information on this opportunity or to submit a resume and cover letter, please contact:

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