

Company Overview

1st Choice Savings is a full-service financial institution and cooperative serving approximately 19,000 members across a network of 5 branch locations in Southern Alberta. With assets under administration exceeding \$1 billion, 1st Choice Savings is a financially strong Credit Union with the potential for growth. We put our members' financial well-being first, above all else. For further information, please check out our website at www.1stchoicesavings.ca.

Position – Receptionist

Our Fairmont branch in Lethbridge is looking for a Receptionist to join their team. You will be the first point of contact for greeting members when visiting the branch or calling into the main reception line. This individual will be part of a team that provides an exceptional member experience.

What You'll Do:

- Answer all incoming calls, return missed calls, and transfer calls to the appropriate individuals.
- Assist with member inquiries and help guide and/or resolve their concerns. Refer members to the appropriate individual or online resource for further assistance as needed.
- Handle incoming and outgoing mail, supply ordering, data entry, information gathering, and general postings.
- Conduct outbound calls.
- Use the Member Relationship Management system to assist in managing member relationships (Tasks, Notes, Conversations).
- 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.

Who You Are:

Our ideal candidate will have the following:

- Excellent communication skills (verbal and written), greets members in-person and over the telephone in a welcoming and professional manner.
- Proven ability to address and handle member inquiries and concerns.
- A passion for helping people and being part of a collaborative team.
- Highly organized with effective time management skills and the ability to manage multiple priorities.
- Proficiency with Microsoft Office 365 products (Word, Excel, Outlook).
- Office Professional training would be an asset.

We thank all candidates for their interest, however only those candidates selected to be interviewed will be contacted.

September 8, 2025

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

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