



Call Centre Associate Full-Time

The Position

Reporting to the Manager Member Services, this position is responsible for being the primary point of contact by phone and email at SVCU. Specifically the successful candidate will be responsible for ensuring a successful member experience and exhibiting strong problem-solving skills. In addition, this position will be responsible for responding to inquiries regarding basic SVCU products & services, identifying additional needs, and directing members to appropriate areas of the branch for further assistance. The role will also be responsible for setting up appointments and serving as back-up to Member Services Receptionist as required.

The Person

The ideal candidate will have 2 years experience in a similar role and will be prepared to enroll in Credit Union specific correspondence courses to excel in this position and create capabilities for advancement within our organization. A self-motivated, proactive individual, you are highly organized and have an exceptional track record in teamwork. You are described as having strong problem-solving, interpersonal, analytical, and communication skills, and are proficient in Microsoft Office.

The Credit Union

Swan Valley Credit Union is a full-service financial services provider with assets of \$271 million and locations in Swan River and Benito. The Credit Union serves over 7,400 members and also operates an insurance subsidiary in three locations.

Swan Valley Credit Union promotes an environment that encourages professional development, teamwork, and innovation.

Salary will be commensurate with qualifications and experience. Swan Valley Credit Union also offers an exceptional and comprehensive benefit package. All advancing candidates are subject to bonding approval.

This posting will remain open until filled (please reference posting 2018-01). Interested candidates can submit a resume, cover letter, and references to:

Deana Williamson, Manager Member Services
Swan Valley Credit Union
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Swan River, MB R0L 1Z0
Phone: 204.734.6848
E-mail: deana.williamson@svcu.mb.ca

Swan Valley Credit Union wishes to thank all applicants for their interest; however, only short-listed candidates will be contacted.