

SHAPE

Your Future

With



swan VALLEY

CREDIT UNION



Senior MSR or Member Services Supervisor Permanent Full-Time

The Position

Reporting to the Manager, Member Services, the successful candidate will be responsible for providing leadership and support to the MSR department and consistently demonstrating excellent member service. Specifically the candidate will be focused on estates, registered plans, resolving complex member questions, and providing technical, sales, and member service expertise to the team. This role requires strong leadership and collaborative skills as you work with the Manager, Member Services to seamlessly coordinate the needs of the branch and achieve the team's goals.

In addition, this position will be responsible for coaching and training the member services team to maximize the member experience. Other responsibilities may include branch openings and closures, completing performance appraisal reviews, and stepping in for the Manager, Member Services as required.

The Person

The ideal candidate will have a minimum of 2 years' experience in a similar role and/or related post-secondary training, along with a proven track record of providing exceptional front-line service in a financial services setting. A self-motivated, proactive individual, you have a professional attitude and strong organizational skills and are capable of building a high-performing team. With a creative and innovative approach, the successful candidate will display strong problem-solving, interpersonal, and communication skills. Preference will be given to those with an in-depth knowledge of registered plans and estates.

The Credit Union

Swan Valley Credit Union is a full-service financial services provider with assets of \$331 million and locations in Swan River and Benito, serving over 7,000 members. Swan Valley Credit Union actively 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. Interested candidates can submit a resume and cover letter in confidence to:

Roxanne Schneider, Chief Operations Officer
Swan Valley Credit Union
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Swan River, MB R0L 1Z0
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E-mail: roxanne.schneider@svcu.mb.ca

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