



Date: June 15, 2020
Title: Customer Service Representative
Company: Advance Savings Credit Union
Location: Rexton, New Brunswick
Job Type: Full-Time

Refreshingly honest banking.

The job:

At Advance Savings, the Customer Service Representative is responsible for delivering advice and solutions for our members through our virtual channels, like over the telephone, by email and through live-chat.

What you'll be doing:

- Process member transactions, like bill payments, account transfers, loan payments and balance inquiries;
- Provide products and service support based on our member's needs and goals;
- Effectively manage digital and online inquiries, including incoming calls;
- Perform outbound calls and support any sales and service initiatives;
- Recommend and process product and services like deposit accounts, term deposits, card services, digital services, credit cards and pre-approved lending products;
- Assist our community branches and business centre in booking in-person, telephone and video-chat appointments; and,
- Capture member feedback and help champion our Member Welcome Program.

Who are we looking for:

We're looking for a new team member who puts local first. We'd also be looking for a person who:

- Has completed a certificate or diploma in a related field or has an equivalent combination of sales and service experience;
- Has great customer service and business development skills;
- Is outgoing and self-motivated;
- Has great communication and time management skills; and,
- Is preferably bilingual or multilingual (*though not a requirement to apply*).

Why join the Advance Savings team:

Advance Savings is a community banking institution with four community branches and a business centre, all located in southeastern New Brunswick. We take pride in being a locally owned and operated Credit Union.

We don't mean to pat ourselves on the back but we offer:

- Flexible work arrangements;
- A member first culture and the opportunity to join a local team;
- Training and personal development opportunities;
- Competitive compensation and benefits;
- Team member perks including reduced rates on employee loans/mortgages and paid volunteer time.

Feel inspired? Apply today at Advance Savings!

Please email your CV or any questions to jmury@advancesavings.ca before Friday, June 26, 2020 at 3 PM.

All offers of employment are conditional upon the acceptance of an Individual Fidelity Bond Application which includes a criminal check and a credit check. We wish to thank all applicants in advance; only candidates selected for an interview will be contacted.