



// Senior Member Services Representative Permanent Full-Time

Entegra Credit Union:

At Entegra, we understand that people - on both sides of the counter - are our most important asset. Our dedicated employees work together towards a common goal of providing an outstanding financial experience for our members. With four branch locations across Winnipeg and an online savings division, we are focused on making a positive difference in our member's lives.

The Opportunity:

Under the supervision of the Member Service Supervisor the Senior MSR acts as a role model and mentor to the frontline staff. The Senior MSR supports the ongoing needs of our members through their knowledge and promotion of Entegra Credit Union's full array of deposit and investment products and services.

Position Responsibilities:

The Senior MSR will possess the skills necessary to take the lead in the campaigns held throughout the company. They will approach the challenge of referral goals with a positive attitude and in doing so will help to engage and encourage the MSRs to work at their potential. The successful candidate will process all member transactions with promptness and accuracy, as well as assist the frontline by providing support, leadership, and training to MSRs.

The Person:

You are an outgoing person who takes pride in your attention to detail and excellent communication skills (both written and verbal). You hold a grade 12 diploma and have at least one (1) year of Member Services Representative experience (post-secondary education in Business Administration would be considered an asset). You have the ability to work under pressure and provide positive member experiences while maintaining a professional and friendly attitude. You are an outgoing person and are comfortable in talking with members to help identify additional products and services that the member can benefit from. You have a strong ability to develop relationships with all Entegra Credit Union members, which will assist in your success in the role as well as help in the growth of the branch. Previous credit union and/or DNA Banking Software experience would be considered an asset. Proficiency in a Windows and Microsoft Office (Outlook, Word, Excel) based environment; along with a comfort in learning and using multiple software programs, are key to success in this position.

A comprehensive benefits package is offered with this position, in addition to a competitive salary.

Those interested in applying are asked to submit a resume and cover letter by **Thursday, May 13, 2021** and referencing posting number **2021-17** to:

Entegra Credit Union
Human Resources Department
hr@entegra.ca

We thank all candidates for their interest; however, only those considered for an interview will be contacted.

We belong together.