



Mosaik Credit Union
Limited is a co-operative,
full service, financial
institution in beautiful
Nova Scotia. We support
the growth and
development of 9 locations
in 8 communities.



**We're more than a bank. We're committed to
strengthening our communities and empowering
financial success. Through exceptional products, expert
guidance, and strong member relationships, we help
individuals, families, and businesses make confident
financial decisions.**

Mosaik Credit Union is seeking a **Member Relationship Advisor (Teller)** to join our team! This is a casual position, supporting our Truro and Kennetcook locations. The hours will vary based on operational needs and will require flexibility for call-ins.

Position Summary

Reporting to the Branch Manager, the Member Relationship Advisor will be responsible for providing counter and telephone service to current and prospective members; processing financial transactions including daily balancing of cash and transactions; assisting members with their financial needs and promoting Credit Union products and services.

Key Responsibilities

- Provide exceptional customer service to current and prospective members
- Proactively identify member financial needs; suggest appropriate product or service and refer members to other departments
- Process various financial transactions; including, but not limited to, deposits, withdrawals, cheque cashing, loan payments, bill payments, stop payments, account holds, foreign exchange
- Balance daily work in an efficient and accurate manner; investigates and resolves discrepancies
- Completes department processes, including, night depository, ATM balancing and maintenance, incoming and outgoing mail, and office filing

- Maintain current knowledge of all products and services offered by Mosaik Credit Union, including, but not limited to, facts and features, benefits and advantages, policies and procedures and price structure
- Assist in the promotion of new products and services to Credit Union members
- Respond to member inquiries and resolve any concerns or discrepancies; and refers to other departments, as appropriate
- Follow the Credit Union's security and risk management procedures
- Demonstrate a team approach and provide support to team members throughout the credit union
- Complete other duties as assigned

Qualifications

The **Member Relationship Advisor** will have successfully completed a high school diploma or GED plus have up to three years related experience; or equivalent combination of education and experience.

Skills and Competencies

- Strong attention to detail and accuracy
- Exceptional customer service and business development skills
- Strong work ethic with proven ability to multi-task
- Proven history of accuracy and high attention to details (data entry, paperwork, cash balancing)
- Effective communication skills, written and oral
- Strong organizational skills with the ability to manage multiple tasks efficiently in a fast-paced environment

Compensation and Benefits

We offer competitive compensation to commensurate with qualifications and experience. In addition, we offer an excellent benefit package including a flexible health and dental plan, employer matched defined contribution pension plan, staff banking rates, paid vacation and sick time, and professional development opportunities.

We Would Love to Hear From You

To apply for this position, please forward your cover letter and resume to
careers@mosaikcu.ca

At Mosaik, we value diversity, equity, and inclusion within our team and in the relationships we build with our employees and our members. If you do not meet all of the above criteria but feel that you would be a great fit with our team, we encourage you to apply.

Mosaik Credit Union appreciates all applications, however, only candidates who have been selected for an interview will be contacted.