



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-focused Member Relationship Advisor (Teller) to join our team. This full-time position primarily supports our Chester Basin location, where you will build member relationships, process financial transactions, and promote our products and services.

Position Summary

The Member Relationship Advisor (MRA) is responsible for delivering outstanding member service while supporting the credit union's service, sales, and relationship-building goals. Reporting to the Branch Manager and working closely with the Senior Member Relationship Advisor, the MRA provides counter and telephone service, processes financial transactions, balances daily cash activities, and assists members with their financial needs. Through proactive conversations, the MRA promotes and explains credit union products and services, identifies opportunities to deepen member relationships, and ensures every interaction reflects the credit union's values and commitment to exceptional service.

Key Responsibilities

- Deliver exceptional service to current and prospective members through in-person and telephone interactions, building strong relationships by identifying financial needs, promoting Credit Union products and services, providing education, and making appropriate referrals to specialized branch personnel.
- Process a variety of member transactions accurately and efficiently, including deposits, withdrawals, cheque cashing, transfers, loan and bill payments, stop payments, account holds, drafts, foreign exchange transactions, cheque orders, and account closures.
- Maintain accurate cash handling and balancing procedures, including daily transaction balancing, ATM and night depository reconciliation, investigating discrepancies, and resolving issues in accordance with policies and procedures.
- Perform branch operational and administrative duties, including mail processing, filing, compliance documentation, record preparation, and other assigned responsibilities.
- Complete end-of-day and branch closing procedures, ensuring balancing, security, and operational requirements are met.

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

- Exceptional Member Service
- Sales and Relationship Building
- Effective Communication
- Accuracy and Attention to Detail
- Decision-Making and Problem Solving
- Organization and Time Management
- Technical and Financial Skills
- Risk Management and Compliance
- Adaptability and Learning Agility
- Teamwork and Collaboration

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.



mosaikcu.ca