



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 **Amherst** team. This is a **casual** position supporting our Amherst and Pugwash locations.

Position Summary

Reporting to the Branch Manager, the **Member Relationship Advisor (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.

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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

- Proven sales and member service ability
- Knowledge of credit union products and services
- Knowledge of financial principles
- Knowledge of policies and regulatory environment
- Strong communication skills, written and oral
- Strong organizational skills and ability to multi-task
- Time management and work planning
- Attention to detail and accuracy

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