



Date Opened: August 6, 2025

Date Closed: until filled

Competition Number: SCU-250710-OC

**Casual Member Service Representative
(must be available 9am-5pm Monday-Friday)**

Are you passionate about providing exceptional service while helping members achieve their financial goals? Join our team as a Member Service Representative!

As a Member Service Representative with Sydney Credit Union, you will be the first point of contact for our members. Your primary responsibility is to deliver outstanding service while identifying and offering financial solutions that truly meet the needs of our members. Your approach to sales will focus on enhancing our members' financial well-being.

What You'll Do:

- Provide exceptional front-line service to members by processing financial transactions efficiently and accurately.
- Build strong relationships with members through effective communication and a deep understanding of their financial needs.
- Identify and recommend appropriate products and services that align with members' financial goals and well-being.
- Uphold our commitment to ethical sales practices by only offering solutions that genuinely benefit our members.
- Assist with administrative tasks and maintain accurate records.
- Support our member relationship strategy by performing outbound calls and promoting our products and services.

What We're Looking For

- High school diploma or equivalent; a certificate or diploma in Business is a plus.
- Previous experience in a sales role, preferably in the financial industry.
- Strong interpersonal and communication skills.
- Proven ability to build and maintain positive relationships with members.
- Detail-oriented with a strong focus on accuracy and efficiency.
- Self-motivated and enthusiastic.
- Strong alignment with Credit Union values and a commitment to our mission of serving our members' financial well-being.

What You'll Get

- Casual hours up to 35 hours/week at \$22.85/hour.
- A chance to grow into a full-time unionized role—our casual pool is where we find our future stars!
- Opportunities to volunteer in the community and represent SCU with pride.
- A supportive, inclusive workplace that values your contributions.
- Training and development tailored to your goals.

Please note that all offers of employment are conditional upon the acceptance of an Individual Fidelity Bond Application which includes a criminal record check and a credit check.

To apply, please send your resume, quoting competition # SCU-250710-OC, to recruiter@sydneycreditunion.com (Applications will be accepted until all positions are filled)

*****We wish to thank applicants in advance; only candidates selected for an interview will be contacted. **paper copies will not be accepted*****

Accommodation

Sydney Credit Union is committed to providing access, equal opportunity, and accommodation for individuals with disabilities. To request accommodation, please contact Human Resources by email at recruiter@sydneycreditunion.com or call 902-563-5363.