



**Position:** Financial Experience Officer

**Location:** Central Region (Austin/Gladstone/MacGregor)

### **What's the Opportunity?**

As our Financial Experience Officer, you'll be the friendly face that meets with our personal members to provide the exceptional service our members have come to expect. You will be the person bringing our brand to life as you support the unique needs of members. You are a sales pro and our members rely on your expertise to uncover their needs and suggest the best product or service needed to help them achieve their goals.

### **What you'll get to do:**

- Build relationships with members in branch and deliver an outstanding member experience by meeting their initial needs and identifying future opportunities;
- Feel rewarded while delivering a positive member experience to our personal members and provide them with sound financial advice;
- Act as a team player by contributing to team results through listening, spotting opportunities and partnering with other Stride team members to best meet our members' financial needs;
- Continue to build a strong understanding of how Stride Credit Union assists in providing financial well-being to our members.

### **Who are we looking for?**

We're looking for individuals with an entrepreneurial spirit who are excited about working with members to provide simple financial help and promote our products and services. You're a natural relationship-builder, love meeting new people and can engage in helpful conversations flawlessly focused on the member's needs.

- You have experience in a retail environment providing exceptional member service;
- One to three years and/or equivalent experience within credit union or financial institution;
- You are passionate about positively impacting not only your members but their communities as well;

- You excel at building relationships with a wide variety of people and want to help them with simple financial advice;
- You are a big fan of teamwork and demonstrate your team spirit every day.

If you have the self-motivation to deliver an exceptional member experience while thriving in a goal-oriented environment, you can take the first step in building a great career with us!

Training will be provided to ensure you have the tools you need to be successful.

Resumes will be accepted up to and including Thursday, September 3, 2020. Submit your resume and/or any questions you may have to [hrinfo@stridecu.ca](mailto:hrinfo@stridecu.ca).