



Position: Member Experience Associate

Location: Central Region (Austin/Gladstone/MacGregor)

What's the opportunity?

In this role, you will put members first and find solutions based on their unique financial needs. That's why we're looking for thoughtful, warm and welcoming employees who are willing to go the extra mile. So much more than a teller, our Member Experience Associates are often the first member touchpoint and can form a lasting impression of Stride and the exceptional service we provide. They cash cheques, pay bills, handle deposits and transfers, while always being on the lookout for new value-add opportunities that meet the member's needs.

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!

Who are we looking for?

- You have experience in a retail environment providing excellent member service.
- 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 multi-tasking master, able to efficiently and effectively prioritize and organize what needs to get done.
- You have great verbal and written communication skills.
- You are tech savvy and comfortable sharing your knowledge with your members.
- Working in a professional environment, with a focus on taking ownership, while being an exceptional team player.

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 through money chats and so much more!
- Perform a juggling act balancing a friendly sales and service approach with demonstrated ability to proactively listen, identify opportunities to deepen member relationships and solve problems
- Demonstrate your knowledge of technology through educating members on our alternate channels (online banking and mobile platforms) to deliver a memorable member experience.
- 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.
- Create a positive member experience by proactively taking ownership of resolving and preventing member banking issues.
- Play a detective's role by keeping a watchful eye for counterfeit money and fraudulent activities.

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

Why join Stride Credit Union?

We don't mean to toot our own horn, but...

- We improve Canadians' financial well-being through providing simple financial help.
- Employees do what's best for our members, no exceptions.
- It is our vision to be the financial institution of choice - valued and relied upon for our community leadership.
- Our employees take advantage of the many opportunities to grow their careers.
- Our inspiring leaders help our employees develop their talents and encourage them to be their fabulous selves.
- We believe laughter in the workplace is a good sign.
- Enriching lives through financial services and community investment is what we are about.
- Our philosophy is that we are competitive in the marketplace, reward individual contributions and behaviors, as well as team and organizational performance. If this sounds like something you are up for, we want to hear from you!

Resumes will be accepted up to and including Thursday September 17, 2020. Submit your resume and/or any questions you may have to hrinfo@stridecu.ca.