



**Position:** Member Experience Associate – 6 Month Term

**Location:** Austin Branch

**Posting Number:** 2025-22

### **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. Our Member Experience Associates are often the first member touchpoint and can form a lasting impression of Stride and the 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.

### **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.

Training will be provided to ensure you have the tools you need to be successful. At the end of the term, casual hours or extended term options may be available.

## Who are we looking for?

- You have experience providing exceptional member service.
- 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.
- You have great verbal and written communication skills.
- You are tech savvy and comfortable sharing your knowledge with your members.

## Why join Stride Credit Union?

We offer an engaging work environment where creativity and autonomy are valued. You will receive a strong compensation package including a competitive salary, eligibility for bonuses and a matched pension plan. You will also receive additional benefits, such as:

- Extended health, dental and vision benefits
- Employee banking benefits (including free chequing accounts, low interest credit card and bonus rates on deposit and lending products)
- Opportunities for professional development and career growth
- Flexible work options, where available

If this sounds like something you are up for, we want to hear from you! Applications will be accepted up to and including **Wednesday, October 15th**. Submit your resume, quoting the posting number, and any questions you may have to [careers@stridecu.ca](mailto:careers@stridecu.ca)

*Stride Credit Union is committed to employing a diverse workforce and encourages all qualified individuals to apply. If you require accommodation related to the materials or activities used throughout the selection process, please let us know. We thank all candidates for their interest, however, only those selected for an interview will be contacted.*