



**Position:** Contact Center (CARE+) Specialist

**Location:** Any Stride Credit Union Location (with Remote/Hybrid Opportunities)

**Posting Number:** 2025-18

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

As a Contact Centre (CARE+) Specialist you will provide first class service to members or customers through phone, email and live chat. You will analyze needs and respond to inquiries, providing a prompt and complete resolution, referring to specialists as necessary.

This position is full-time 8:30-5:00 Monday to Friday.

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

- Respond promptly to incoming calls, emails and live chats, ensuring the queue of callers and inquiries is adequately managed
- 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.
- Approach each interaction with the goal of "first contact resolution"
- Continue to build a strong understanding of how Stride Credit Union assists in providing financial well-being to our members.

### **What we're looking for:**

- Anyone 18+ with a high school diploma or equivalent
- Someone with financial services, call center or customer support
- Exceptional people skills, with a focus on building relationships with our members
- Someone who is a fan of teamwork and able to demonstrate team spirit every day
- Experience and comfort with technology and sharing your knowledge with members
- Ability to work with minimal supervision
- Tech-capable individual with proficiency with software programs

## 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 **August 13, 2025**. Submit your resume, quoting the posting number (2025-18), and any questions you may have to [careers@stridecu.ca](mailto:careers@stridecu.ca)