



Position: Member Experience Supervisor – Term 12 – 18 months

Location: Gladstone Branch

What's the opportunity?

Are you ready to lead a team of all-stars? As the Member Experience Supervisor, you'll be responsible for the successful operation of the Member Experience Associate team in consistently delivering an exceptional member experience in a fast-paced environment. You will foster an environment where high levels of productivity, quality, and positive energy exist within the department.

What you'll get to do:

Working closely with the Regional Manager, Member Experience, you will lead and develop the Member Experience Associate team, providing support and coaching to ensure your team's success. You will:

- Coach, train, and develop a passionate member-facing team.
- Provide a work environment that is supportive of the productivity and positive energy of staff
- Oversee branch cash operations including treasury
- Effectively coach staff to educate our members about our products and services
- Deliver an exceptional member experience, every day!
- Show you are a team player by listening, spotting opportunities, and partnering with other Stride team members to best meet our members' financial needs
- Foster a strong understanding of Stride's vision to provide long-term value for our staff and members

Who are we looking for?

- You have experience providing exceptional member service. Supervisor or managerial experience is a definite asset.
- 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.
- 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.

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

If this sounds like something you are up for, we want to hear from you! Please submit your resume and cover letter to careers@stridecu.ca. This posting will remain open until April 3rd, 2023.