



Associate, Member Solutions – North York (Part-Time)

We invest in people.

Be part of a banking experience as unique as you are.

Tandia Financial Credit Union (Tandia) is seeking a passionate relationship builder to be a part-time Associate based in our North York branch at 80 Sheppard Avenue East. This position is a permanent role with part-time hours - up to 24 hours a week - and will require afternoon shifts on weekdays, Monday to Friday.

Do you have a talent for inspiring people and leading by example while helping families meet their financial goals? Do you care deeply about increasing financial literacy to help our members secure a better future? Do you want to be a part of an organization that is proud to treat its members like a neighbour rather than a number?

If you answered Yes, then you are right for Tandia, and we'd like to meet you.

Your Work at a Glance

In this role, you will be a vital part of our in-branch team, by providing a full range of services to our members including responding to members' inquiries, analyzing members needs, processing member transactions (cash and other general services) and actively soliciting new business by following up on staff referrals, assigned member contacts and cross selling Credit Union products to our members. The Associate is an integral part of growing our business and increasing our membership.

With your knowledge you will be able to effectively up-sell and cross-sell Tandia's on-book investment options. For more comprehensive financial planning needs, you'll be able to spot the opportunity and refer the member to one of our skilled advisors or other members of our Wealth Management team.

Excellent member service is a strategy for most financial institutions, but for Tandia, it's a part of our DNA.

This position is based in Tandia's branch inside the Toronto Catholic District School Board headquarters building in North York at 80 Sheppard Avenue East.

We are looking for someone who:

- Has completed a degree / diploma in the field of business or commerce – or has equivalent work experience
- Has a minimum of 1 to 4 years work experience in a service and selling role in a financial institution
- Has knowledge of the financial services industry and a solid grasp of products and services
- Has knowledge of financial analysis and mathematical calculations such as ratios, amortization schedules and more
- Has knowledge of investments including Registered plans
- Pays attention to details, no matter how big or small
- Is highly organized and able to manage multiple tasks and deadlines
- Has strong customer service and communication skills and the ability to work well with a wide range of customers by all means of communication including e-mail and telephone
- Is proactive, going the extra mile to support our members
- Is a team player, always willing to jump in and help other team members
- Is able to identify and develop opportunities with our existing members and actively strive to increase our member base
- Is comfortable working 24 hours per week, weekday afternoon shifts, to support the operating hours of the branch
- Is available to serve as a backup for full-time coverage during peak periods such as staff vacations - up to 35.5 hours a week, as required
- Can reliably commute to our branch location in North York

~Note: A mutual fund license is not required in this position~

As Unique as You

We believe that financial institutions should be more accountable to the people they serve; we believe that there's more than one way to measure success; and we believe that our profits should have a positive financial, social and environmental impact on the communities in which we live and work. Actions speak louder than words and we work hard to demonstrate our commitment each and every day.

At Tandia, we recognize that our staff and members are unique - and that matters to us.

As a credit union, living the co-operative principles is a part of our long and rich history.

We invest in our members and our communities with an extensive community investment program devoted to supporting the organizations, events, and volunteers that make our communities stronger.

If you are interested in the position and meet the requirements, please forward you cover letter and resume to careers@tandia.com, quoting the position title in the subject line.

Tandia is committed to meeting the accessibility needs of persons with disabilities in a timely manner, consistent with the principles of dignity, independence, equal opportunity and integration. Tandia is strongly committed to employment equity within its community and to recruiting a diverse workforce. Accommodation for applicants with disabilities will be provided upon request by contacting Human Resources.