



Member Solutions Representative – Hamilton (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 Member Solutions Representative, based in Hamilton. This position will involve working at multiple branch locations including Stoney Creek, however, initially the work location will be on the mountain at 990 Upper Wentworth Street. Work hours will vary between 18-24 hours per week.

Your Work at a Glance

Are you ready to tackle a new experience in customer service? Do you care deeply about increasing financial literacy to help our members secure a better future? If so, you'll want to keep reading!

Our Member Solutions Representatives (MSRs) are a very integral part of our branch network. You are the first point of contact and face of Tandia to our members.

As an MSR, you will be responsible for helping our members with their day-to-day banking needs, including cash transactions and bill payments. You'll stay up-to-date on our ongoing campaigns and promotions so that you can answer any questions that our members have. You will also quickly become an expert on the products and services that Tandia provides to our members. This isn't about pushing unnecessary products and services on our members; you will use your knowledge to see opportunities where a product or service can help our members support and achieve their financial goals.

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

We are looking for someone who:

- Has completed a degree / diploma in the field of administration or business or has equivalent work experience
- Has a minimum of 1 year experience in customer service or sales, ideally in a financial institution or office environment
- Has experience with cash handling, which is considered an asset in this position
- Has the ability to work accurately and with a high degree of attention to detail
- Is a highly organized and able to manage multiple tasks and deadlines
- Has strong communication skills and the ability to work well with a wide range of staff in multiple locations and at all levels in the organization by all means of communication including e-mail and on the telephone
- Is proficient using Microsoft Office – Excel, Word and Outlook
- Has a strong technical acumen and ability to learn systems and tools quickly
- Can support our branch operations, including evening and Saturday availability
- Is available to work up to 24 hours a week, but comfortable with as few as 18 hours a week
- Has reliable transportation and is comfortable with occasional shifts at Tandia's nearby branches in Hamilton and Stoney Creek

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.

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