



**Position title:** **Member Services Representative**

**Location:** Toronto, Ontario

**Status:** Permanent full time

**Reports to:** Member Relations Manager

You have waited for an opportunity like this for a long time. You are a seasoned teller willing to roll up your sleeves for the day-to-day demands of serving member-owners while contributing to the overall direction of the organization. At Luminus Financial, our goal is to provide our member-owners with excellent financial services at the lowest possible cost. We return profits to our member-owners in the form of bonus interest on their deposits and interest rebates on loans and mortgages. We strive to be our members' first choice for financial products, services and advice.

Leadership at Luminus is about creating a sense of direction, excitement and purpose for employees. It involves energizing individuals to strive towards a compelling vision of the future by embracing and living the Luminus values in all aspects of their work. It includes offering clarity around goals and providing the required resources and motivational support for employees to grow. If you are looking for a challenging role and want to make a difference for our member-owners, then this may be the right next challenge for you!

Luminus Financial is seeking a Member Service Representative. Reporting to the Member Relations Manager, you will be the first point of contact for members at the Financial Hub. You will utilize your strong customer sales and service skills to provide excellent member satisfaction and “wow” our member-owners. You will be knowledgeable within all internal and partner products and services and possess excellent sales and cross sales ability. This individual will be committed to courteous customer service at all times. You have built a strong network, which you will leverage to grow Luminus and act as a brand ambassador internally and externally through consistent training, coaching and engagement.

**LUMINUS FINANCIAL**

1 Yonge Street Toronto, ON M5E 1E5



**T:** 416 366 5534 **F:** 647 827 1065 **TF:** 1 877 782 7639

[luminusfinancial.com](http://luminusfinancial.com)

### **Principle Accountabilities:**

- Act as an ambassador for Luminus both internally and externally to promote the Luminus brand
- Maintain a team environment that is open and transparent
- Strict adherence to cash handling and security risk procedures
- Accurately manages cash function
- Ensure that all incoming calls or emails are handled on a timely and efficient basis while capitalizing on all opportunities to attain growth for the credit union
- Handle member-owner in person/online/e-mail inquiries; identify and resolve problems, complaints and explain and initiate corrective action with member-owners; perform transactional duties as required for member-owner requests; provide information on products and services
- Models behaviour and elevate the Luminus brand
- Inspire commitment to Luminus' continued success and ongoing transformation.

### **Minimum Qualifications:**

- University or College
- Demonstrated ability to work within a team environment
- Passion for customer/member service
- Attention to detail, accuracy
- Previous working experience as a branch teller in the banking or credit union industry

### **Required Competencies**

1. Building Relationships
  - Provide exemplary service to members and partners at all times



- Always be the first point of contact
  - Earn Trust
  - Effective communication
  - Know your member
2. Efficiency and Speed
- Accurately process all transactions
  - Follow-up on all requests, complaints etc. in a timely manner and check for satisfaction
  - Manage risk
3. Leadership
- Be available and willing to help out other areas as necessary
  - Provide model behaviour that supports the Luminus culture
  - Be transparent in supporting all Hub brands

## How to apply:

If you love working with people and are interested in making a real difference in the lives of our member-owners to provide “clearly better banking”, then we'd love to hear from you!

Please submit your resume and cover letter to: [careers@luminusfinancial.com](mailto:careers@luminusfinancial.com) by July 31<sup>st</sup>, 2020.

*We thank all applicants for their interest in Luminus, however only those selected for an interview will be contacted.*