



**Position title:** **Branch Administrator**

**Location:** Toronto, Ontario

**Status:** Permanent Part Time leading to Full Time option

**Reports to:** VP, Operations and Finance

You have waited for an opportunity like this for a long time. You are an organized individual willing to roll up your sleeves for the day-to-day demands of serving member-owners and supporting the team, 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 dividends on membership and investment shares. 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 Branch Administrator. Reporting to the Vice President of Operations and Finance, you will be the strength and accuracy in support of staff and membership. You will utilize your 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 accuracy and organizational skills. 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

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### **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
- Demonstrate a high level of professionalism at all times through attire, voice and actions
- Strict adherence to all established policies and procedures
- Accurately manages member transactions and banking input data
- High risk business account management and administration
- Ensure that all internal calls or emails are handled on a timely and efficient basis while capitalizing on all opportunities to attain team support for the credit union
- Handle member-owner phone/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
- Support front line by completing all administrative tasks
- Model behaviour and elevate the Luminus brand
- Inspire commitment to Luminus' continued success and ongoing transformation.

### **Minimum Qualifications:**

- High school or higher
- Demonstrated ability to work within a team environment
- Passion for customer/member service
- Attention to detail, accuracy
- 2-3 years cash handling and branch, or other financial services, experience

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## Required Competencies

1. Attention to detail
  - Accurately process all transactions
  - Effectively manages multiple tasks according to their level of urgency and importance
  - Understands his/her role and its boundaries in order to work autonomously and involve his/her superior at the right moment
  - Understands how his/her own work impacts on the work of others and organizes his/her work accordingly
  - Put measures in place to verify the accuracy and/or the quality of work
2. Adaptability
  - Promptly shifts his/her focus to accommodate new requirements, workflows or changes in priorities
3. Teamwork
  - Be available and willing to help out other areas as necessary
  - Be transparent in supporting all branch roles
  - Choose the most appropriate communication method, format and tools to deliver information
  - Demonstrate empathy and objectivity during difficult situations/interactions, and remains focused on solutions.
  - Follow-up on all requests, complaints etc. in a timely manner and check for satisfaction
  - Manage risk



**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 April 30, 2021.

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

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