



Position title: **Member Services Leader**

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 professional relationship builder 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 Leader. Reporting to the Member Relations Manager, you will be responsible for providing first role support to lending including mortgages and credit, increasing Luminus' book of business within our existing, new and business account portfolios and expanding Luminus' deposits through sales and relationship management. This role shares responsibility for Concierge, cash roles and/or virtual service (includes online and telephone support). This role will be the first point of contact for all members both physically or via virtual channels. They will utilize their strong customer sales and service skills to provide excellent member satisfaction and "wow" our member-owners. They will be knowledgeable within all internal and partner products and services and possess excellent sales and cross-selling ability. This individual will be committed to courteous

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customer service at all times. The Member Services Leader will also be responsible for additional branch functions as required.

Principle Accountabilities:

- Act as an ambassador for Luminus both internally and externally to promote the Luminus brand
- Demonstrate a high level of professionalism at all times through attire, voice and actions
- Manage individual deposit targets
- Support the lending team through mortgage administration
- 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. If necessary directs the call to the appropriate staff
- 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
- Enthusiastically lead the Member Service Representative role, ensuring that a Concierge is always on duty while branch is open and all Call Center/Inquiries responses reflect our Luminus image
- Knowledgeable in registered products like RRSP's, RESP's, RRIF's, etc
- Outbound calls as necessary
- Other duties as assigned.

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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 in mortgage administration and Member Service, or Customer Service, roles

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 by January 15th, 2022.

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

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