

Manager of Member Services

Rosenort Credit Union

Location: Rosenort, MB

Hours: Full-time

Rosenort Credit Union...a great place to bank and an even better place to work! We currently have an exciting opportunity for a Manager of Member Services to join our MSR department at our Rosenort branch! Join a team filled with talented, dedicated and fun staff with opportunities to grow your career.

Responsibilities:

- Leading, training, coaching and developing the member services department
- Completing performance reviews for the member services department
- Comply with policies, procedures and legislative requirements
- Maintain and balance treasury, and handle cash orders and shipments
- Opening member accounts, business accounts, organization accounts, corporate accounts and estate accounts
- Promote and administer registered products including RRSPs, RRIFs, TFSAs, LIRAs, LIFs, GICs and estate accounts

You will be:

- Be a self-motivated individual with a pleasant attitude
- Have strong negotiating, decision making and problem solving skills to assess members' needs
- Be an effective communicator as well as a good listener
- Be highly organized with strong computer skills
- Possess a confident ability to work independently while still remaining a team player.
- Experience with DNA or the eroWORKS banking system and a strong understanding of registered products would be considered an asset.

Preferred Qualifications:

- The successful applicant will possess a Grade 12 diploma with a minimum 2-3 years in customer service and/or cash handling experience. 1-3 Years of related experience with direct supervisory experience would be considered an asset.
- Experience with DNA or the eroWORKS banking system system would be considered an asset.
- MSR Supervisor Accreditation through CCUA

Salary and benefits:

Salary will be based on the qualifications of the selected candidate and will be within the credit union grading system. A comprehensive benefits package is also provided.

Please forward your resume and cover letter by **April 30, 2021** to hr@rcu.ca.

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