

August 21, 2019

**Location:** Sunshine Coast, BC (Gibsons and/or Sechelt)

**Job Type:** Casual



## **Member Experience Guide**

Sunshine Coast Credit Union is an ambitious full-service co-operative financial institution committed to enriching the lives of its members and the communities it serves. Operating on the Sunshine Coast for over 78 years, with more than \$700 million in assets under administration, Sunshine Coast Credit Union serves over 17,000 members through 3 locations along the Sunshine Coast, BC.

*An exceptional career & vibrant lifestyle. Have it all at Sunshine Coast Credit Union.*

### **What Is the Job?**

Reporting to the Assistant Branch Manager, the Member Experience Guide enriches member lives by providing welcoming and knowledgeable service to members as they enter the branch, while uncovering their needs and recommending appropriate electronic and channel solutions. This position will provide general information on products, services, and inquiries and offer tutorials on relevant technology, at an appropriate pace of learning. The successful incumbent will demonstrate a highly-proficient technical ability, commitment to members and their financial health, empathic and effective communication, relationship building, and problem solving skills

### **What Does the Ideal Candidate Bring?**

- a high school diploma and applicable experience, with preference given to those with related experience and/or post-secondary education;
- proficiency with computers, mobile devices and electronic applications;
- ability to effectively and empathetically communicate, teach, and foster strong relationships with members;
- ability to recognize the challenges members face in keeping a pace with new technologies and comfortable communicating how technology can benefit our members;
- understanding that people learn in different ways and be willing to take the time to adapt to each individual.

### **Who We Are Looking For?**

This role would be perfect for someone who is looking for flexible and casual work. If you enjoy building relationships and working in an innovative environment but not wanting or being able to lock into a fixed schedule, this may be the perfect job for you!

### **Why Join Sunshine Coast Credit Union?**

We enrich lives by doing what's best for our members' financial health every day. We make an impact in our communities by sharing our time, money and expertise. To learn more about us, please visit our website at [www.sunshineccu.com/OurStory](http://www.sunshineccu.com/OurStory).

### **How to Apply**

If you are interested in this exciting opportunity, please send a current resume and cover letter in confidence via e-mail to: [yourfuture@sunshineccu.net](mailto:yourfuture@sunshineccu.net)

### **Closing Date: September 4, 2019 @ 7pm**

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



CoachingWise is an International Coach Federation designation that recognized an organization's commitment to building and sustaining a coaching culture, assisting employees at all levels to achieve tangible business results, improve their leadership skills, and unlock their potential to grow as individuals.

|