



Are you looking to join a dynamic, community-based financial institution with a strong commitment to its members?

With over 65 years of history in the Bloor West area of Toronto, Parama offers a full range of modern financial products and services, featuring exceptional personalized service, no fee every-day banking and highly competitive interest rates. With over \$400 million in assets and growing quickly, we are looking to add an individual with a flair for customer service to our Member services team.

The Role

This position represents the face of Parama, engaging with our Members as their main point of contact. The role carries the potential to advance into other senior roles within the organization. It represents an excellent opportunity for a sales-oriented individual who can identify opportunities to enhance wallet share. The ideal candidate is eager to make a real impact in a vibrant, more personal, cooperative financial setting.

Primary Responsibilities

- Delivers friendly, efficient service and accurate processing of various financial transactions on behalf of members
- Serves as primary point of contact for the resolution of member/client issues
- Explains Parama's products and services, ensuring compatibility with Member needs
- Creates positive Member/client experiences
- Serves as primary member resource for information on all Parama products, services, current marketing campaigns and initiatives
- Ensures adherence to operational policies, procedures, objectives and codes.
- Identifies member needs, develops solutions and actively seeks opportunity to enhance wallet share
- Facilitates member access to product specialists where appropriate
- Assumes other responsibilities to ensure effective delivery of products and services to members
- Performs other duties as assigned by Management.

Key Competencies/Requirements

- Excellent relationship and verbal communications skills
- Strong knowledge of banking products and services
- Ability to effectively engage Members on financial matters and explain financial products and services in depth
- Extensive comfort zone with systems and technology – with strong computer skills (i.e. Microsoft Word, Excel, banking systems)
- Organized, detail oriented with a flair for accuracy
- Comfortable and competent working with numbers
- Desire and ability to provide an exceptional service experience for Members
- Post-secondary education preferred or an equivalent level of experience and education
- Ability to work flexible hours, including weekends
- Preference will be given to applicants with:
 - Previous Teller experience
 - Previous experience in a sales role
 - Previous experience handling cash

This position offers the opportunity to grow and take on additional responsibilities based on ability and career goals. We offer a competitive compensation package and a positive work environment.

Interested?

Submit your resume along with a covering letter describing your interest in this role, and the skills and attributes that you bring to our team, by July 1st 2020, to careers@parama.ca