

We're Hiring!

Member Services Representative



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

With almost 70 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 \$400million in assets and growing quickly, Parama offers the right individual the opportunity to grow their career in a vibrant, more personal cooperative financial setting.

The Role

The Member Service Representative represents the face of Parama to members who bank with us in person, on the telephone or digitally, via our online banking platform. As a key point of contact, you shape the experience Members have by helping directly or getting them the help they need.

We do not require banking experience. What is more important is having a helpful attitude, being a problem solver and owning the ability to identify opportunities where a Member might benefit from a financial product. If you are technically savvy – definitely an advantage.

This role carries the potential to advance – if you are keen on pursuing a financial advisory designation or delving into processes as relate to products or operations – we will support and help you grow your career.

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 may be assigned

Key Competencies/Requirements

- Excellent relationship and verbal communications skills
- Interest in 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 experience in a sales role
 - Previous experience handling cash
 - Fluency in English required. Knowledge of Lithuanian is an asset.

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 to careers@parama.ca

DATED: May 28, 2021