



The better way to bank

Members of the CUA Team work to create and deliver a great banking experience to 20,000 individuals and businesses across Nova Scotia. The CUA Difference is a combination of flexible products, personalized service and quick decisions made here by people who know and love our Province. CUA's continued growth and member satisfaction reflects a team of big-thinking problem-solvers who think outside the box to help others take a step forward in their financial health. If you are excited about the opportunity to help people achieve what matters most, while changing the way people think about banking, consider the following opportunity.

### **Financial Services Representative**

Reporting to the Branch Manager, the Financial Services Representative is responsible for executing superior front-line and telephone service transactions to current and prospective members, identifying cross-selling and sales lead opportunities as well as processing defined lending and deposit transactions.

#### ***Attributes:***

As the successful candidate, you have a proven ability to ensure an outstanding quality of service experience for all current and prospective members. You will execute all day-to-day banking transactions, through the branch network or the Customer Contact Centre. You will be responsible for responding to members and non-members' enquiries and requests for information. You will be able to identify and fulfill sales opportunities with existing and prospective members in order to meet the financial needs of the membership, and to support the achievement of CUA's business objectives, including a growing and sustainable membership base.

#### ***Education / Experience:***

- Undergraduate degree or diploma in Business Administration with relevant experience in the financial services sector; or equivalent combination of education and experience.
- Thrives in a front-line delivery role, with strong aptitude for engaging and connecting with people.
- Effective sales skills with a proven record of results.
- Excellent capabilities in cash management and transaction execution.
- Strong multi-tasking skills, with the ability to adapt to changing requirements or new information.
- Superior interpersonal skills.

#### ***Employment Equity, Diversity & Inclusion at CUA:***

CUA strives to achieve a workplace where opportunities are based on skills and abilities and recognizes the value that diversity brings. We encourage applications from all qualified candidates, including those who identify as racially visible, indigenous, women in underrepresented roles, persons with disabilities and members of the 2SLGBTQI+ community. CUA supports candidates and employees with access and accommodation needs. If you are selected for an interview and require a specific accommodation, please let us know and we would be happy to assist.

This is a full-time position offering competitive benefits and compensation commensurate with experience and qualifications

Closing date for this opportunity is **December 10, 2024**.

#### ***Method of Applying:***

Please apply by submitting a resume and cover letter noting salary expectations to [careers@cua.com](mailto:careers@cua.com). While we appreciate the interest of all applicants, only those who are being considered for an interview will be contacted.