



The Ottawa Women's  
Credit Union

La Caisse d'économie  
des femmes d'Ottawa

## Ottawa Women's Credit Union Seeks Member Service Representative

The Ottawa Women's Credit Union is a community-oriented, co-operatively owned, not-for profit alternative to conventional banking. We have been providing outstanding personal service to the local Ottawa community since 1980. Our commitment to social justice has proven to be a worthy investment. Join us and help us grow.

### Job Function

Provide services to members including responding to enquiries, analysing needs and assisting members to utilize the products or services which best meet those needs; cross sell credit union products; process member transactions; process member requests for account updates and resolve routine problems with member accounts.

### Major Duties & Responsibilities:

Provide prompt, courteous service to members, striving to increase member satisfaction with the level of service provided.

Provide assistance to members by answering questions and providing quality member service through a range of financial services (deposits, withdrawals and transfers).

Fulfil members' financial needs: cash/certify cheques, receive bill payments, order cheques, buy/sell foreign cash, sell traveller's cheques, personal money orders and travel insurance, assist with RRSP, RRIF, set up term deposits, and accept applications for plastics (debit and credit cards). Perform other tasks as assigned by immediate Supervisor as, and when, required.

Bilingual preferred. Other financial institution and/or retail experience required. Strong computer skills. Benefit package available. Salary commensurate with position and experience.

Hours: 27/week over four days.

Please apply with resume and covering letter to:  
Holly Hughes  
Chief Executive Officer

[holly@owcu.ca](mailto:holly@owcu.ca)

Posting is open until a suitable candidate is identified.