



**Member Experience Representative
(Branch Teller)
Eastern Region (New Minas & Cambridge)
1-Year Term Member Experience Representative**

Valley Credit Union, Nova Scotia, is a full-service financial institution with 7 branch locations, 62 employees, and over \$300 Million in assets.

Located in Nova Scotia, within the Beautiful Annapolis Valley.

At Valley Credit Union (Valley CU), you make a real impact on the community every day. Join a team dedicated to exceptional service, doing the right thing, and exceeding member expectations.

Be part of something meaningful!

We're so excited to get to know you!

Comprehensive Benefits:

Enjoy peace of mind with our employer's health and dental plan coverage, designed to keep you and your family healthy.

Retirement Savings:

Secure your future with our Registered Pension Plan, featuring a generous employer match of up to 6%.

Employee Perks:

Enjoy no service fees and exclusively reduced rates on employee loans and mortgages for a more affordable financial journey.

People Helping People:

Empowering employees to make a meaningful impact at work through a strong commitment to community and member services.

Reporting to the Member Experience Coordinator, the Member Experience Representative is responsible for providing counter and telephone service to current and prospective Member-owners; processing financial transactions including daily balancing of cash and transactions; presenting and explaining a basic number of credit union products and services; cross-selling credit union products and services and assisting them to utilize these products and services

Specific Accountabilities

- Provides account services to member-owners by receiving and processing financial transactions including opening and closing of accounts; cashing cheques; deposits and withdrawals; transfers between accounts; utility payments; stop payments orders; holds on accounts; wire transfers, calculating foreign and domestic exchange, certifying cheques, processing loan payments, processing cheque orders, issuing travelers cheques, money orders, drafts, and other negotiable instruments. Balances cash drawer and daily transactions. Investigates and resolves out-of-balance conditions.



- Answers questions regarding the operation of accounts, access to services, account discrepancies, adding or reducing service features on various accounts, and assisting customer-owners to make the most effective usage of service offerings.
- Resolves customer-owner problems and complaints; takes action to reconcile discrepancies in records and accounts within assigned limits or referring the member-owner to another employee as appropriate.
- Proactively cross sells on the benefits of utilizing other credit union services by answering inquiries; actively informing current and potential customer-owners on basic credit union products and new services and products; ascertaining member-owner needs and referring more complex requests for information and assistance to appropriate branch staff.
- Removes deposits from and balances cash in night depository and/or ATM.
- Opens and closes safety deposit accounts. Reviews safety deposit procedures with new member-owners. Controls member-owner entrance within the vault area. Prepares and maintains required files.
- Performs a variety of general office tasks including typing, filing (signature cards and other credit union documents), answering the telephone, checking reports, and other general office administration.
- Assists and backs-up other team members and completes other duties as assigned.
- Adhere strictly to Anti-Money Laundering and Terrorism Financing (AMLTF) compliance
- Contributes towards Valley Credit Union Strategic planning by participating in and providing input to branch staff meetings. Also, by supporting initiatives proactively and positively.

Qualifications

The Member Experience Representative will have successfully completed a high school diploma or GED plus have up to one year's related experience and/or training; or equivalent combination of education and experience. Financial Services diploma considered an asset.

**If you are interested in joining a Team that believes in going the extra mile, please submit your cover letter and resume outlining your qualifications to, Human Resources at hr@valleycreditunion.com
Job #: 2026-03-MER-EAST**

All offers of employment are condition upon the acceptance of an Individual Fidelity Bond Application, which includes a criminal records and credit checks.

Valley Credit Union is an equal opportunity employer, who embraces diversity, all persons are encouraged to apply.

Applications will be accepted until the position is filled, only those selected for an interview will be contacted.