



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 and delivered by people who know and love our Province. CUA's continued growth and member satisfaction reflects a team of committed problem-solvers who think big and 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 role.

Financial Services Representative – Customer Contact Centre

Reporting to the Branch Manager, the Financial Services Representative within the Customer Contact Centre is responsible for executing superior telephone service transactions to current and prospective members, identifying cross-selling and sales lead opportunities as well as processing defined lending, investing and day-to-day 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 have knowledge and experience with the systems, processes and procedures within CUA or within the regional credit union system. You effectively execute defined banking transactions and accurately respond to all enquiries and requests. You are able to identify and fulfill sales opportunities in order to meet the financial needs of existing and prospective members, 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.
- Knowledge of CUA and/or credit union systems, processes and procedures.
- Thrives in a service delivery role, with strong aptitude for engaging and connecting with people.
- Effective sales skills with a proven record of results.
- Excellent capabilities in 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 **June 30, 2025**.

Method of Applying:

Please apply by submitting a resume to careers@cua.com as well as providing your salary expectations. While we appreciate all submissions, only those considered for an interview will be contacted. Thank you for your interest in joining the CUA Team!