



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.

### **Member Services Support (MSS) Administrative Assistant**

Reporting to the Manager of Member Services Support, the Member Services Support (MSS) Administrative Assistant is responsible for carrying out an administrative function in support of CUA's operations, primarily in the areas of loans, mortgages, deposits and estates. The tasks encompass file compilation and review of related documents to ensure compliance with relevant policies and procedures, preparing and processing transactions pertaining to lending products and deposits. In addition, the position provides administrative support as required to the branch network and other departments within Corporate Office.

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

As the successful candidate, you have strong organizational skills with the ability to achieve a high level of output and volume of files daily. You solve problems quickly and manage the workload independently with effective interpersonal, verbal and written communication skills. You deliver a high service standard to internal customers as well as to external individuals or organizations by responding accurately, completely and in a timely fashion. Your attention to detail and service focus makes you a valuable member of the team.

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

- Undergraduate degree or diploma, or an equivalent combination of training and experience within the financial services sector.
- Experience in estates administration is considered an asset.
- Strong working knowledge of Microsoft 365 programs, including Excel.
- Working knowledge of a core banking system with basic knowledge of lending underwriting, lending products and deposit products.

#### ***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 10, 2025**.

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

Please apply by submitting a resume to [careers@cua.com](mailto: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!