

JOB DESCRIPTION

Position: Operations Service Representative, Mail Clerk
Reports to: Assistant Manager

Group: 1

Primary Responsibility/Basic Purpose:

Under direct supervision, the Operations Service Representative, Mail Clerk is responsible for the processing of incoming and outgoing mail, and the distribution of the organizations data bags. Coastal Community strives “to be the leaders in building relationships that improve financial health, enrich people’s lives and build healthier communities.” It is the responsibility of the Operations Service Representative to carry the vision statement forward in order to build, maintain, attract and expand the member’s relationship with Coastal Community. The Operations Service Representative provides friendly, professional service in an efficient and financially responsible manner.

Representative Duties:

1. Open mail in joint custody
2. Process incoming mail
3. Maintains post-dated cheques
4. Process outgoing mail
5. Open data bag and sort and distribute contents
6. Answers and responds to telephone inquiries as required
7. Performs other related duties as required

Required Qualifications:

- Secondary school diploma with academic emphasis plus one year post-secondary education.
- Minimum of one year work experience in the sales and service environment or an equivalent combination of education and experience.
- Excellent written and verbal communication skills.
- Previous Member Service Representative experience an asset.

Required Abilities:

- Proficient with the Windows suite of programs.
- Ability to utilize sound judgement in developing recommendations.
- Ability to multitask while providing quality service.
- Ability to complete projects and work within time constraints in a high paced environment.

Skills to Benefit this Position Include:

- Customer Service Skills
- Time Management Skills
- Interpersonal Skills
- Problem Solving Skills