



Job Posting

Position: Teller
Status: Part-time/On-call

The Caisse Populaire Kahnawake, situated in the Kahnawake Services Complex, serves 5565 members and has assets of \$732 million. The personnel of the caisse consists of 20 employees, 2 Managers, and 9 Board of Directors. We offer a full range of financial products and services and access to a wealth of expertise in property and casualty insurance, life and health insurance, wealth management, services for businesses of all sizes, securities brokerage, asset management, venture capital, and secure, leading-edge virtual access methods.

The incumbent serves members and customers who require assistance with monetary and convenience transactions. He or she advises and assists members and customers in selecting and using automation solutions and provides them with general information on Desjardins Group's service offer.

Main responsibilities

- Carry out monetary and convenience transactions (e.g. deposits, withdrawals, Desjardins access cards, bill payments and bill management, account information and changes, personalized cheque orders, plans, direct deposits and withdrawals, certified cheques, drafts and money orders, automatic transfers, account statements). Verify and record supporting documents required to carry out transactions. As needed, process round-the-clock and ATM deposit envelopes.
- Advise and assist members in selecting and optimizing their use of various available tools, fostering autonomy, and promoting automation (e.g. ATMs, AccèsD Internet and telephone, Desjardins mobile services, Desjardins.com, as well as additional channels such as the Student Service Centre and Desjardins Bank).
- Listen to members' and customers' needs to ensure their full satisfaction and identify sales opportunities, and, when appropriate, refer them to individuals who can meet their needs.
- Contribute to sales growth by taking part in various solicitation and referral activities.
- Ensure that all activities are completed in a timely fashion and in accordance with prescribed quality standards.
- Maintain the security of transactions and operations in accordance with current policies, practices and standards.

Qualifications

- High school diploma
- A minimum of one year of relevant experience

Please note that other combinations of qualifications and relevant experience may be considered. Working knowledge of French language would be an asset.

Cross-sector skills

Accountability, Collaborates, Customer Focus, Innovation

Key competencies for the job

Communicates effectively, Interpersonal Savvy

Work Conditions

- The salary will vary with the qualifications and experience based on the salary of a Level 3 employee.
- Caisse Populaire Kahnawake is open Monday-Saturday and evenings on Thursday and Friday.
- **The employee is eligible for benefits (EI, MSI), and yearly profit-sharing bonus. Subject to conditions, may become eligible for group insurance, salary insurance, life insurance, and pension.**

Date of Posting: Monday, July 22, 2024

Deadline to apply: Friday, August 2, 2024 at 1:00pm

Interested applicants should submit a letter of intent, current résumé and three references to:

Natalie Deer
Customer Service Manager
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