

Call Centre Account Representative

"I have held many different positions at Common Wealth Credit Union – all have been great. I am currently working in the Call Centre. We can do pretty much anything for our members – personal loans, mortgages, most investment services, balances, transfers, assistance with online/TeleService, cheque orders, CAFT, merchant services, and so forth. The job is fast paced, but very interesting. The days are challenging – you need to know a little of everything. The interaction with the members is wonderful – they are so amazed at how much can be done over the phone. I love working at Common Wealth Credit Union – the Board, Staff and Leadership Team make a one of a kind team."

What is a Call Centre Account Representative?

The Call Centre Account Rep position gives you the opportunity to learn about many areas of Common Wealth Credit Union. In this fast-paced, ever changing environment, you will be required to answer member questions in the areas of banking, loans and investments.

Call Centre Account Reps provide unsurpassed member service to both internal and external members by promptly and courteously responding to telephone requests and by recommending products and services that best suit the needs of the caller.

How can I become a Call Centre Account Representative?

Call Centre Reps must be highly motivated, be committed to the team and have strong communication skills. It is extremely important that our Call Centre Account Reps can quickly change gears and react to any given situation.

It is preferred that applicants have previous banking experience in various areas including the banking floor, investments and loans. Graduates of Business Administration or Commerce would be looked upon favourably.