



Desjardins

Caisse populaire Kahnawake

Tsi-iehwistaientakwa

450-638-5464

INTERNAL/EXTERNAL JOB OPPORTUNITY

Position: RECEPTIONIST

Status: Regular Full-time (35 hours)
Probation period of 420 hours

The Caisse Populaire Kahnawake, situated in the Kahnawake Services Complex, serves 5,513 members and has assets of \$321.5 million. The personnel of the caisse consist of 27 employees, 2 Managers, and 10 Directors of two boards. Caisse Populaire Kahnawake is open Monday-Saturday, including Thursday nights.

Job Description Summary

The incumbent is responsible for welcoming members and clients in a courteous and dynamic manner, quickly acknowledging their needs and guiding them to the right representative or alternative distribution channel. The person in this role provides members and clients with general information on Desjardins products and services. He or she also provides telephone reception service and performs certain secretarial and administrative support tasks.

Main Responsibilities

- Welcome members and clients with utmost respect for Desjardins service standards so as to provide a unique experience.
- Provide information and assistance to members and clients on making the most of the various tools and alternative distribution channels available to enhance their autonomy (e.g., ATM, AccèsD internet and telephone, Desjardins mobile services, Desjardins.com and complementary channels such as the Online Business Centre and Desjardins Bank).
- Ensure members and clients experience a reasonable wait time in the waiting room. Be attentive to their comments in this regard and see to their satisfaction.
- Listen carefully to members and clients to ensure they are fully satisfied, and make the most of sales opportunities.
- Inspire a sense of trust and confidence in members and clients that Desjardins can meet their needs.
- Answer and transfer calls, as well as provide general information. Make new appointments according to business centre policy. Manage various operational functions related to the telephone system as needed.
- Perform some secretarial tasks (e.g., word processing) and provide administrative support (e.g., data compilation, document management, mail sorting and distribution, faxing and scanning).
- Place and receive orders for office, kitchen and bathroom supplies

Qualifications

- DEC or DEP in secretarial studies or any related field
- 2 years of experience in a customer service, financial services or secretarial position

Other combinations of qualifications and relevant experience may be considered

- Knowledge of common and convenience products and services
- Knowledge of products and services for businesses and those offered by caisses, components and Desjardins distribution networks and those of the competition.
- Knowledge of security measures, legal frameworks and internal controls
- Understanding of the philosophy and inner workings of a financial services cooperative
- Knowledge of the welcome process
- Knowledge of telephone protocol
- Understanding of the general business centre teams (organizational structure, roles and responsibilities)
- Knowledge of service standards
- Composure
- Approachability

- Customer focus
- Autonomous
- Professionalism and attention to detail
- Informing

Immediate Supervisor: Coordinator of Operations and Assisted Transactions.

WORK CONDITIONS

- The salary will vary with the qualifications and experience based on the salary of a Level 3 Caisse employee.
- The employee will be required to participate in a rotating schedule for Thursday nights and Saturdays.

Date of Posting: Thursday, August 9, 2018

Deadline to apply: Friday, August 31, 2018 at 1:00pm

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

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