

Member  
ServiceContinuous  
Improvement

Teamwork

Performance

Integrity

## Member Relationship Officer - Loans

- **Retail banking**
- **Sales and Service**
- **Small team environment**

## Your Organisation

Established in 1959, G&C Mutual Bank has since grown to be one of Australia's strongest member-owned financial institutions. We are a member focused, values-driven organisation where member interests are not in conflict with shareholder interests. We make responsible, ethical decisions that benefit our members and the community, and reinvest our profits to provide better products and services. Experience the G&C Mutual Bank difference - It's your bank, because you own it.

## Your Opportunity

As a result of our continued growth, we are looking to expand our Member Service team and appoint a Member Relationship Officer – Loans. Based in our Melbourne CBD service centre, this busy role will see you assisting our members with their lending needs, whilst also contributing to the success of the broader Member Service team.

Interacting with our member through face-to-face, phone and online channels, the key aspects of the role include:

- Assisting with enquiries and providing information relating to all product and service offerings including deposit accounts, loan products, and third-party products.
- Creating opportunities to provide a total solution for our customers financial needs.
- Proactively engaging customers in conversations about their lending needs.
- Applying proven sales ability and a confident approach to identify opportunities and convert leads into tangible outcomes.
- Efficiently processing customers' branch transactions.
- Collecting and preparing documentation related to lending applications, ready for credit assessment.
- Associated administrative tasks including maintaining accurate and timely customer records in various systems.

## Your Profile

As a key member of our team, you:

- Have sound experience in the submission of personal loans and mortgage applications.
- Are experienced in inbound customer contact and first call resolution within the financial services industry.
- Are proactive and results focussed, demonstrating the ability to engage with customers face-to-face, by phone and online.
- Work effectively in a team environment, and independently where needed.
- Have strong organisation, communication and time management skills.
- Have relevant qualifications i.e. Tier 2 Advisor and Cert III in Financial Services.
- Are able to work a rotating roster with a span of hours from 8am – 6pm, Mon – Fri.

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## Your Benefits

We value our employees by providing:

- Discretionary bonus based on organisational performance
- Discounts on financial and lifestyle products (some with qualifying period)
- Option to cash out annual leave
- A paid volunteering day each year
- Incentives for independent study
- Opportunities for ongoing learning and career development

We've built a team that values service, teamwork and integrity, to go above and beyond for our members. We have a focus on performance and continuous improvement and work collaboratively to get it right. As a member of the Diversity Council of Australia, we recognise the benefits that diversity brings to our organisation. We strive toward a collaborative culture which capitalises on the diverse skills, backgrounds and experiences of our employees.

To express your interest in this position, please apply to [careers@gcmutual.bank](mailto:careers@gcmutual.bank)

Find out more about us at [www.gcmutual.bank](http://www.gcmutual.bank)

Go to the [Work with us](#) page to view our Privacy Policy.

*You must be a permanent resident or Australian citizen to be considered for this position. Only shortlisted candidates who meet the above criteria will be contacted.*