

Member
Service

Continuous
Improvement

Teamwork

Performance

Integrity

Member Relationship Officer - Newcastle

- **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

Our Newcastle Service Centre currently has an excellent career opportunity for a full time **Member Relationship Officer**. The position will see you assisting our walk-in customers and those who interact with us through our contact centre via phone and online channels.

You'll be joining a small team who are focussed on providing our customers with a consistently professional and friendly service experience. The key aspects of your new role include:

- Delivering efficient and professional service to our members through the Service Centre and Contact Centre channels
- Assisting with enquiries and providing information relating to all product and service offerings including deposit accounts, home loans, credit cards, general insurance, personal loans and wealth management
- Creating opportunities to provide a total solution for our customers financial needs
- Efficiently processing customers' branch transactions
- Associated administrative tasks including maintaining accurate and timely customer records in various systems

Your Profile

You are a collaborative service professional who is:

- a consistent advocate of our brand
- results oriented with the capacity to identify and convert new business opportunities
- well-organised and able to prioritise effectively
- proactive and able to work well independently when required
- able to communicate confidently with a broad customer group (face-to-face and over the phone)
- 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
- Access to Employee Assistance Program
- Corporate wardrobe

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

Find out more about us at www.gcmutual.bank

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Only shortlisted candidates who meet the above criteria will be contacted.