



OMISTA is looking for a Customer Service Representative to join our Team!

As a Certified B Corp® OMISTA Credit Union exists to provide a better way to bank. We are committed to providing financial solutions that improve the overall wellbeing of our members. When you “Bank Local” with OMISTA, all money and profits stay in New Brunswick, creating greater prosperity for our shared economy and communities.

THE POSITION

We are looking for an engaging and results-oriented **Customer Service Representative** to join our **Oromocto team**. As the first point of contact for our members, you will not only handle financial transactions and deliver exceptional service- but you will also actively identify opportunities to deepen relationships through meaningful financial conversations and referrals.

This role is ideal for someone who enjoys connecting with people, uncovering needs, and contributing to both member success and branch growth.

KEY RESPONSIBILITIES

- Greet members and provide professional, courteous, and personalized service.
- Process a variety of financial transactions- including deposits, withdrawals, transfers, and payments with a high degree of accuracy.
- Balance Cash Drawer daily and maintain accurate transaction records.
- Proactively engage members in conversation to uncover financial needs and identify referral opportunities.
- Promote and refer Credit Union products and services, contributing to individual and branch sales and service goals.
- Build stronger member relationships by educating members on solutions that enhance their financial wellbeing.
- Respond to member inquiries and resolve concerns with professionalism and care.
- Assist members with account updates, maintenance, and digital banking support.
- Uphold security and confidentiality standards by adhering to all credit union policies and procedures.

THE IDEAL CANDIDATE

- Exceptional interpersonal and communication skills.
- Ability to thrive in a fast-paced environment and manage multiple priorities.
- Strong attention to detail and accuracy in cash handling and transaction processing.
- Comfortable using technology and digital banking platforms to support member needs.
- High level of integrity and ability to handle confidential information with discretion.

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Moncton, NB - Fredericton, NB – Oromocto, NB*



- Passion for delivering exceptional member (customer) service.
- Results-driven mindset with comfort working toward individual and branch performance goals.

EDUCATION AND TRAINING

- Certificate or diploma in Financial Services or Business Administration.
- Previous customer service experience required.
- Previous banking or cash-handling experience preferred but not required.
- Previous sales, referral-based, or goal-driven experience considered an asset.
- An equivalent combination of education and experience may be considered.

JOB SUMMARY

Employment Type: **Permanent Full Time**

Required Travel: **No**

Location: **Oromocto**

Work Environment: **Branch**

Pay Type: **Salaried, Personal Bonus, Team Bonus**

Salary Range: **\$41,000- \$48,300**

Please Note: The ability to be bonded is a condition of employment with OMISTA. The Bonding Process consists of the completion of a bonding application, criminal record check, and credit check.

Benefits:

- Matched Pension (2-7%)
- Health & Dental Cost Flex (75%/25%)
- Employee Development Opportunities
- Employee Pricing on Accounts
- 3 weeks' Vacation & Paid Sick Days
- STD, LTD, Life Insurance, Critical Illness
- Wellness Credit and so much more!

Application Deadline: **April 1, 2026**

Application ID: **2026-CSR**

Email resume to: careers@omista.com

OMISTA Credit Union is committed to employment equity and diversity in the workplace, and welcome applicants from diverse backgrounds.

We appreciate your interest in OMISTA; however, only those being short-listed for an interview will be contacted.

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