

Contact Centre Representative

We are expanding our team to help us evolve through the next stage of our growth journey, and we want you to help shape our future. We now have a career opportunity for a **Full Time Permanent Contact Centre Representative** position, located in Saskatoon.

Position Overview

As part of the Contact Centre team, this position is responsible for the delivery of prompt and efficient telephone service for TCU Financial Group.

This includes:

- Developing relationships with members and potential members.
- Providing information, selling and cross selling of TCU Financial Group products and services.
- Resolving problems and concerns related to accounts and products.
- Providing technical support for TCU Financial Group online banking channels.
- Making referrals to TCU specialists.

Qualifications

- Grade 12 diploma, combined with 2 years of experience in a financial institution and/or 2 years of contact centre experience.
- Experience with DNA or Telax would be considered an asset.
- Proficiency in Microsoft Office applications.
- A strong communicator with well-defined listening skills, telephone skills and the ability to interact with members, potential members, staff, and external organizations in a positive, sincere, and professional manner.
- Results oriented with the drive to achieve sales targets.
- Strong time management and organizational skills.

If you are motivated by the thought of this challenge

And can demonstrate success through 2 years of varied financial institution experience and/or two years of contact centre experience, then this position may be for you!

Get to know us

TCU Financial Group is a credit union grown by Saskatchewan people. For 70 years we've been rooted in the province of Saskatchewan, creating our story, growing and evolving alongside the needs of our members. We provide a full suite of financial solutions to people and businesses across the province and one thing that has never changed – our heart remains committed to the people and the communities we serve.

Rewarding times ahead

To support the evolution of our organization, we need talented people who are passionate about creating and delivering meaningful financial solutions for our members. In addition to providing competitive compensation, benefits, and pension programs, we support our TCU Financial Group Team and their families by providing an enhanced vacation program to enjoy time doing what they love outside of work.

Thank you for your interest in exploring your future with us!

To apply for this position, please visit our job board: [TCU Financial Group Job Board - View Our Current Openings](#)

The deadline for this career opportunity is Friday, April 24, 2026.