

## JOB ANNOUNCEMENT FROM VM GROUP

### MEMBER SERVICES SPECIALIST – LEVEL 1 – CALL 1-877-770-8627 – Ext. 1 OR 305-770-2643

<b>MAJOR RESPONSIBILITIES: &amp; DUTIES</b>	<p><b>General Responsibilities – Member Services Specialist – LEVEL 1:</b></p> <ul style="list-style-type: none"> <li>• Provide information to customers by telephone or in person about VMBS' products and services and encourage customer buy-in and close of sales.</li> <li>• Originate new savings and loans from existing and prospective clients, whilst maintaining a robust pipeline of savings and mortgage Members by referrals, telephone, and lead generation activities.</li> <li>• Receive customers' requests, queries, inquiries, and deal with these in a timely manner through the VM Complaints Manager portal (feedback@vmbs.com).</li> <li>• Liaise with the Group Business Support Services, Lending &amp; Mortgage Center Department, and Member Engagement Center, as the need arises.</li> <li>• Check to ensure that the appropriate actions are taken to address customers' concerns and/or to resolve complaints/problems and that relevant customer recovery interventions were implemented.</li> <li>• Provide information to customers regarding Members' transactions on accounts, and VMBS special programmes.</li> <li>• Assist in the preparation of Member Information File (MIF) under the Know Your Customer (KYC) programme; check and verify signatures and Members' information on Signature 10; and ensure World Check compliance.</li> <li>• Liaise with the Group Business Support Services to ensure Members records are updated within the Units Service Level Agreements (SLA), to allow for submission to the domiciled branches.</li> <li>• Be part of a Team to visit Churches, Business &amp; Civic Groups, Expos &amp; Trade Shows, Schools, Libraries, as well as networking and promotional activities, to provide information about the Society's savings and mortgage programmes geared towards financial well-being for Members and prospective Members.</li> <li>• Organize daily schedules to prepare pre-assessments of mortgage loan referrals and leads and submit applications and supporting loan documents to the Lending &amp; Mortgage Centre for final approvals and disbursements.</li> <li>• Keep up to date on VM Mortgage Loan and Savings Policies and relevant training programmes within the VM Group.</li> <li>• Ensure that the information for which you have access is handled in accordance with the Society's Information Policy Security (IS) Policy.</li> <li>• Effectively cross-sell across the VM Group</li> <li>• Any other duties as assigned from time to time by the Chief Representative Officer or Team Lead.</li> </ul>
<b>MINIMUM EDUCATION REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• B.Sc. in Management Studies or an equivalent qualification from a recognized Tertiary Institution.</li> </ul>
<b>PREFERRED EDUCATION REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• B.Sc. in Management Studies or an equivalent qualification from a recognized Tertiary Institution.</li> </ul>

<b>CERTIFICATION</b>	<ul style="list-style-type: none"> <li>• N/a</li> </ul>
<b>MINIMUM EXPERIENCE REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Minimum of two (2) years' experience with at least one (1) year in the financial sector</li> </ul>
<b>PREFERRED EXPERIENCE REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>▪ Three (3) Years progressive experience within financial sector</li> </ul>

<b>SUMMARY</b>	<ul style="list-style-type: none"> <li>• To develop and expand relationships with new and existing members, relating to savings and mortgage loan options and other services of the Building Society.</li> <li>• To provide exceptional customer service to Members, ensuring retention and loyalty, while referring business opportunities to other business entities in the VM Group</li> </ul>
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<b>FUNCTIONAL BUSINESS EXPERTISE</b>	<b>TECHNICAL BUSINESS EXPERTISE</b>
<ul style="list-style-type: none"> <li>• Sound knowledge of the VMBS' suite of savings and lending products and services.</li> <li>• Working knowledge of VMBS' mortgage loan process</li> <li>• Working knowledge of financial markets, sales, and target marketing.</li> <li>• Knowledge of Bank of Jamaica Regulations applicable to Anti-Money Laundering, Process of Crime Act (POCA), and the Building Society's Act.</li> <li>• Knowledge of Federal Reserve Bank and State Laws, including Foreign Account Tax Compliance Act (FATCA).</li> <li>• Utilize digital tools to problem solve and work proficiently and effectively.</li> </ul>	<ul style="list-style-type: none"> <li>• Proficient in Microsoft in Excel, Word, and PowerPoint</li> <li>• Ability to interact with persons from varied cultural backgrounds</li> <li>• Ability to work on own initiative and in a fast-paced environment.</li> <li>• Strong communications &amp; organization skills</li> <li>• Integral knowledge of and strong relationship with the Jurisdiction's Jamaican Diaspora.</li> <li>• Excellent customer service skills, attentiveness, information retention, tact, and diplomacy in dealing with both customers and employees.</li> </ul>

<b>JOB TITLE</b>	Member Services Specialist	<b>GRADE LEVEL</b>	<b>Grade Level 1: STARTING SALARY US\$43,000; plus benefits</b>
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