



Employment Opportunity

GMCU is a regional member-owned credit union based in the Goulburn Valley, with its main office located in Shepparton, Victoria. GMCU is for purpose. We are here to make life better for our members and communities by unleashing what's possible and helping them realise their dreams. We are here to serve them, to genuinely get to know them and seek to support them with financial services and products that meet their needs.

TEAM LEADER– SHEPPARTON, permanent Full Time

We are currently seeking a Team Leader to assist and manage our Member Services team in Shepparton; keen to motivate, provide ongoing support and coaching to ensure that their team is successful together.

About the Role

The Team Leader supports the Branch Manager in ensuring the effective and efficient day-to-day operations of the branch that are in line with GMCU's Purpose and provide excellent members services every time. It is the responsibility of the Team Leader to ensure that members and non-members are provided with a friendly, comprehensive, and professional service. The Team Leader is also responsible for the monitoring and development of all Member Services Officers (MSO's) and monitoring branch services and performance.

Key responsibilities include, but not limited to:

- Ensure the efficient and effective operation of the service function of the branch/es in line with GMCU policies, procedures, and other regulatory requirements.
- Promote banking and insurance products and services to members and non-members in line with GMCU's purpose and to meet members needs.
- Support and oversee the professional development of new and existing employees through training (internal and/or outsourced) and mentoring.
- Support the development and implementation of projects as required, including supporting the team to identify and implement new ways of working.
- Build local networks in support of the continued growth of GMCU's member base.

About You

- As a values-driven individual, you're able to role model GMCU's values of Integrity, Responsible, Progressive and Excellence.
- Ability to work autonomously with minimal direction and collaboratively in a team environment.
- Exceptional time management with the ability to manage evolving priorities to meet tight deadlines.
- Demonstrated problem-solving skills, including the ability to exercise sound judgement, discretion and confidentiality.
- Strong working knowledge of key business IT applications, including Microsoft Excel.
- An ability to understand and commitment to needs based selling.
- Outstanding interpersonal and communication skills (written and verbal) including the ability to deal effectively and consultatively with a diverse range of internal & external stakeholders.
- Current Victorian drivers' licence
- The ability to successfully meet GMCU's pre-employment screening requirements.

If you are passionate about delivering high quality, member focused service and want to work for an organisation that is committed to making a difference to our local and surrounding community, then, we would like to hear from you.

For further information, please contact Julie Hutchins – Branch Manager on 0438 058 255

(There is no closing date. Applications will be reviewed as they are received).

Applications must include a cover letter addressing the Key Selection Criteria (as outlined in the "About You") and a current resume are to be emailed to recruitment@gmcu.com.au