



CUSTOMER SERVICE ANALYST

Halifax, Nova Scotia (Remote or Hybrid)
Employment Term: Full Time
Minimum Experience: Mid-level

WHAT WE OFFER

At League Data, we pride ourselves on being an engaged, innovative, team-oriented company that drives results through collaboration and leadership at every level. We offer a flexible work environment that includes both remote and hybrid work options. Our team enjoys modern amenities such as an onsite gym and parking when working from the office, along with professional development opportunities, fun team get-togethers throughout the year, and a competitive salary and benefits.

As part of the Canadian credit union system, League Data is at the forefront of community-based financial services that give back to our members and communities. Working at League Data is more than just working on digital banking technology – it's an opportunity to serve your community through unique challenges that will help you grow and make a positive financial difference in the lives of our members.

WHAT WE DO

League Data is the Chief Information Officer (CIO) for the Atlantic Credit Union System, providing enterprise information technology services and support to credit unions across Nova Scotia, New Brunswick, Newfoundland and Labrador, and Prince Edward Island. Our focus is to provide fully integrated technology solutions that deliver an exceptional credit union member experience while optimizing administration and operational costs.

WHAT THE ROLE LOOKS LIKE

Reporting to the Customer Service Analyst Lead, the Customer Service Analyst is responsible for providing support to our customers (Credit Unions) in a new era of modern banking. The Customer Service Analyst is the first point of contact for customers when an issue arises, or additional assistance is required. The Customer Service Analyst also acts as a liaison between the customers and the managed service provider.

WHAT WE NEED

- **Voice of Expertise:** Respond swiftly and accurately to customer inquiries, providing clear and effective guidance to resolve issues and answer questions.
- **Bridge the Gap:** Act as a vital link between our customers and the managed service provider, ensuring all parties are equipped with the latest and greatest information.
- **Master of Tickets:** Monitor and manage ticket submissions like a pro, utilizing our knowledge base to troubleshoot and ensure smooth sailing for our clients.
- **Product Guru:** Become the go-to resource for our customers, offering invaluable insights on product usage and functionality by staying ahead of the curve on product developments to provide seamless support.
- **Jargon-Free Zone:** Break down complex concepts into digestible bits, ensuring our customers always feel heard and understood.
- **Document Dynamo:** Keep meticulous records of all interactions for analysis and improvement, while collaborating with cross-functional teams to enhance the overall customer experience.
- **Communication Champion:** Excel in both written and verbal communication, ensuring every interaction with our customers is clear, professional, and leaves them feeling valued and supported.

THE SKILLS THAT WILL HELP YOU ROCK IN THE ROLE

- Collaboration and Teamwork
- Organization and Time Management
- Customer Service and Empathy
- Listening
- Prioritization
- Information Seeking
- Analytical Thinking
- Building Trust

QUALIFICATIONS

- Post-secondary education in business or (related field) or an equivalent amount of related experience
- 2+ years in a customer service role
- Experience working within the financial industry.
- Experience using computers, and other electronic devices to effectively troubleshoot.
- Experience working with banking software is considered an asset
- Experience working with Microsoft Office Suite and Google Suite

INCLUSION & BELONGING

League Data is committed to providing a healthy, safe, and supportive work environment that values diversity, is free from discrimination, and enables all employees to effectively use their strengths, skills, and experience to contribute to our performance, service delivery, and culture.

League Data practices equitable hiring while creating a diverse and inclusive culture that empowers each employee to contribute, be authentically themselves, and celebrate our differences. Inclusion is embedded in our core values.

Closing: May 31, 2024 EOD