



### ALBERTA REGISTRIES CLERK/ ATB BANK REPRESENTATIVE

Full Time Permanent  
Monday to Friday – 7 hours/day  
Wabasca, Alberta

The Bigstone Business Services (GP) Ltd. is currently recruiting for an energetic, team-oriented, and self-motivated individual to fill a combined full-time position as an Alberta Registries Clerk and Bank Representative for our ATB agency. The ideal candidate will be directly responsible for the following duties & possess the noted qualifications:

#### Duties and Responsibilities:

- Delivers exceptional service to ATB/Registry customers and prospects
- Demonstrate professionalism with all customer interactions
- Supports customer transactions needs based on customer traffic
- Develop, maintain, and build relationships with customers
- Process cash and other transactions while abiding by current policies
- Ensure branch assets are safeguarded
- Continuous learning and training
- Follows through on risk and compliance processes and policies to ensure we safeguard our customers' assets, maintain their privacy, and act in their best interest.
- Assess and complete product and service transactions, accurately, confidentially and in a timely manner
- Complies with legal and regulatory requirements for the jurisdiction
- Escalates complex or unresolved customer situations to managers as required
- Answer over the phone enquiries
- Handle payments
- Maintain strict confidentiality with respect to sensitive customer information
- Effectively carry out duties, under the direction of the Manager
- Other duties may be requested from time to time

#### Knowledge, Skills, and Abilities:

- Good organizational skills, make sound decisions.
- Good knowledge of office procedures
- Be extremely observant to detail and accuracy
- Ability to handle customer complaints and provide appropriate solutions
- Must be able to work and adapt to a fast paced/diverse environment
- Good written and oral communication skills
- Must be a team player and able to work with minimal supervision
- Maintain confidentiality in accordance with BBS policy
- Ability to speak Cree is an asset
- Must have proven ability to multi-task
- Passionate commitment to helping our customers

#### Education and Experience:

- Business Management Certificate or Diploma is considered an asset
- Previous experience in Customer Service role is an asset
- Previous Accounting or Registry/Bank Teller experience is an asset
- Must have a valid Class 5 Drivers License
- Must also provide a credit check as per ATB requirements

#### Benefits:

- ✓ Competitive Salary
- ✓ Paid Vacation & Sick Time
- ✓ Employer Matching Pension Plan
- ✓ Extended Health, Dental & Vision Plan
- ✓ Training Provided

#### **Salary is dependent on qualifications.**

Please forward your Cover Letter, Resume (including 3 work related references), & Criminal Record Check to our:

**Human Resources Department**  
PO Box 1020 Wabasca, Alberta T0G 2K0  
Fax: 780-891-2623 | Email: [bhcresumes@bigstonehealth.ca](mailto:bhcresumes@bigstonehealth.ca)  
**CLOSING DATE: Until a Suitable Candidate is found.**

\*Applicants are thanked in advance for their interest in our organization, however only those selected for an interview will be contacted.

**POSTED: March 21, 2024**

**Vision:** *To revive, strengthen and protect members' treaty rights to health and to enhance the quality of life of members and others living on Bigstone Traditional lands.*