

MEMBER
SERVICE

CONTINUOUS
IMPROVEMENT

TEAMWORK

PERFORMANCE

INTEGRITY

TEAM LEADER - LENDING

- **Financial Services - retail banking**
- **Leadership opportunity**
- **Collaborative and service-focused culture**

YOUR ORGANISATION

At G&C Mutual Bank our members are our number one priority. As a leader in the Mutuals sector, we pride ourselves in offering the highest quality service and lifelong financial solutions. With a customer base of over 32,000 and \$1 billion in assets we are one of the strongest performing financial institutions in the sector.

YOUR OPPORTUNITY

We are currently recruiting for a Team Leader – Lending to work closely with the Manager – Member Service in leading a professional and collaborative culture which delivers efficient and effective service to current and prospective members through all service channels.

Key aspects of the role include:

- Managing the member experience from initial enquiry through to credit submission and post-settlement
- Developing and implementing a retention process to build further business and upskill the team
- Preparing performance reports and metrics, and monitor sales and other KPI metrics
- Assisting with complex account-related requests, escalations and complaints
- Quality assurance through regular call monitoring and oversight of loan applications
- Coaching, training and upskilling team members to ensure quality, performance and service levels are maintained
- Maintaining and communicating procedures to the team, and sharing updates on policy and product changes.

YOUR PROFILE

We're looking for someone who is:

- a 'subject expert' in their role (previous retail lending experience is essential)
- passionate about building a service-focussed and professional team
- able to lead by example
- well-organised and self-motivated
- an effective communicator
- consistently striving for continuous improvement

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YOUR BENEFITS

We value our employees by providing:

- Discretionary bonus based on organisational performance
- Discounts on financial and lifestyle products (some with qualifying period)
- Option to cash out annual leave
- A paid volunteering day each year
- Incentives for independent study
- Opportunities for ongoing learning and career development
- Access to Employee Assistance Program

As a values-based organisation, the team at G&C Mutual Bank is committed to **Member Service**, **Continuous Improvement**, **Teamwork**, **Performance**, and **Integrity**. The principles and practices of equal opportunity are at the centre of our candidate selection process, and as a member of the Diversity Council of Australia, we aspire to nurture a work environment which capitalises on the diverse skills, backgrounds and experiences of our employees.

To express your interest in this position, please apply to careers@gcmutualbank.com.au

Find out more about us at www.gcmutualbank.com.au.
Go to the Working with Us page to view our Privacy Policy.

You must be a permanent resident or Australian citizen to be considered for this position.

Only short listed candidates who meet the above criteria will be contacted.



Winner – Canstar 5-Star Award for Low Rate Credit Card

Winner – Mozo Experts Choice 2017 Awards