



The Credit Counselling Society has an opening for a **Credit Counsellor** in our New Westminster office to work a fixed 35 hour week, which would include one evening per week until 8 pm and a Saturday rotation.

About the Credit Counselling Society:

The Credit Counselling Society is a non-profit service and a leader in the credit counselling industry in Canada. Each year we help thousands of individuals and families find solutions to their financial difficulties through personal money management education, unbiased counselling and debt repayment alternatives. The Society's Head Office is located in New Westminster, British Columbia.

The Role:

- To assist individuals and families in finding appropriate and workable solutions to their financial problems and to assist them in developing the skills to manage their personal financial affairs responsibly, ensuring that our clients are treated fairly and with dignity at all times.
- To meet with clients in the office, either in person or over the telephone, to conduct solution-focused appointments in a professional, unbiased and non-judgmental manner.

Responsibilities Include:

- Provide financial and credit counselling, advice and information to individuals who request our assistance, treating clients professionally, equally and with dignity at all times.
- Obtain detailed financial information, together with an overview of the non-financial concerns contributing to the client's situation, as expressed by our clients.
- Develop and thoroughly explain solutions and recommendations that will motivate our clients to take the necessary action to resolve their financial and credit related problems. Recognize and refer clients who may require other services and programs to resolve their financial or non-financial problems that are not provided by our Society.
- Prepare and maintain detailed and accurate case plans for all clients in a timely manner. Develop programs by collecting, compiling and recording the appropriate supporting documentation to insure the integrity and validity of our Debt Management Programs (DMPs).
- Assist clients with learning good budgeting and money management skills and how to use credit wisely.
- Make appropriate referrals to internal (workshops) and external services as needed, to best serve the client.

Qualifications Include:

- Some post secondary education, degree or diploma, preferably in business administration, finance, social sciences and / or previous work experience in a related field
- Experience in the financial industry (banking, financial planning, etc.)
- 2 years experience working directly with the public
- Proven oral and written communication skills
- Commitment to enroll in the Accredited Financial Counsellor's Certification Program within 6 months of hire
- Strong interpersonal skills; must enjoy working with the public in a personable and empathic manner
- Knowledge of consumer credit industry and appropriate government legislation is an asset
- Well organized and able to work independently and co-operatively with fellow employees in an office team environment
- Ability to maintain confidentiality
- Solid knowledge of computer office applications (MS Word, Excel, Outlook and the Internet) with good keyboarding skills
- Satisfactory criminal record check, credit bureau report and be bondable

Work Environment: Operating in a team environment, the Credit Counsellor will be primarily seated in an office meeting with clients face to face and/or by telephone.

Start Date: March 2010

We offer a competitive starting salary, regular performance and salary reviews and a benefit package (dental, extended health, insurance coverage, continuing education and a matching RRSP program).

To Indicate Your Interest in this Opportunity:

If you possess all of the qualifications listed above please email your resume to Stacy@nomoredebts.org as soon as possible.