

Job Description

Post: Member Service Officer

Part Time Fixed Term 9 month Contract (Covering Tuesday to Saturday)

Office Locations: Navan Road, Laurel Lodge, Blanchardstown and West Cabra

Responsible to: Office Supervisor or Head of Operations or Head of Lending (in the normal course of duties depending on the work in which you are involved) and CEO.

Job Purpose:

To provide the services of the credit union to members. This may involve interacting with them in the offices, by telephone, by post, e-mail, etc.

Duties will include:

- Handling all transactions and counter procedures in a confidential and professional manner.
- Processing Members payments through the computerized member accounting system.
- Handling of cash float and balancing of all cash handled with transactions processed and applying all best practices and policies in connection with this.
- Issuing Loan and Share withdrawals to members
- Taking applications for opening accounts from new members, ensuring all correct documentation is provided.
- Providing other counter services to members, e.g. bill payment, Foreign Currency etc.
- Maintaining the counter area in a tidy and professional manner.
- Any other duties that may be required on a day to day basis as advised by the Office Supervisor.

The above list is not exhaustive and should be used as a guideline only. The responsibilities of this role will include all activities directly relating to delivery of services to members.

Given the size and nature of the organisation a degree of flexibility is required and this job description may be reviewed as needs change.

The ideal candidate should:

- Be able to work as part of a team to ensure that members' requests & queries are handled efficiently

- Experience working in a credit union, financial institution or customer service role is desirable though not essential.
- Should be fluent in spoken and written English language.
- Practical multi-tasker
- Organised with strong attention to detail.
- Professional qualification such as Pathways, ACCUP or CUA would be an advantage but not essential.

Remuneration will be commensurate with experience.

Community Credit Union is an equal opportunities employer. Canvassing will disqualify. Community Credit Union Limited is regulated by the Central Bank of Ireland.

To view our Recruitment Privacy Notice please visit <https://www.communitycu.ie/cuweb/wp-content/uploads/Privacy-Notice-For-Candidates-21062018-002.pdf>

Please apply with letter of application and full CV in confidence, quoting MSO2019M (preferably by email) to marianne.kinirons@communitycu.ie or by post to arrive on or before 5pm Wednesday 3rd April

Strictly Private & Confidential

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