



Member First Credit Union Ltd

is now inviting applications for the following position

2 x Member Services Officer (MSO) (Ref MSO 2024)

Summary Objective of the Role:

Member First Credit Union (MFCU) is an innovative, progressive, modern financial services provider, with over 100,000 members. We have multiple branches in North County Dublin located at Artane (D5), Donaghmede (D13), Northside Shopping Centre (D17), Raheny (D5) and Swords. MFCU prides itself on embracing technology to enable members to transact easily with the credit union, while remaining firmly rooted within the community. Our core value is to serve our members and the community, whilst striving to maintain the highest professional standards through innovation. A unique opportunity has arisen within MFCU to provide direction and support towards the achievement of this vision.

MFCU is now recruiting a Member Services Officer who will be located in one of our branches. This is a unique opportunity to play a central role in meeting our members' needs. Reporting to the Branch Supervisor, you will be responsible for carrying out a range of financial transactions and administrative tasks while always demonstrating consistent commitment to "The 3 Ps" of member service: Professional Service, Positive Experience and Personal Touch.

Key Responsibilities:

- Demonstrate consistent commitment to and proficiency in "The 3 Ps" of MFCU member service
- Accurately and diligently handle cash, reconcile balances and account for any inconsistencies
- Handling member queries, opening new accounts and informing members of the wide range of products and services available to them
- Complete duties in other departments (including the Member Service Centre) as required by management
- Carry out designated start and end of day processes in line with procedures and policies
- Process automatic member payments including EFT's, Direct Debits, Standing Orders
- Comply with all policies and procedures of the Credit Union, including Anti-Money Laundering and Fraudulent Transaction Reporting
- Handle member loan applications and underwriting processes under the guidance of the loans team
- Represent the Credit Union at promotional events as required
- Assist in the administration of Credit Union products including Foreign Exchange, Insurance Referrals, Fixed Term Deposits, Life Savings and Member Death Benefit Insurance
- Complete administrative duties assigned to the role such as filing, and maintenance of stationery and marketing material
- Protect all member data in line with GDPR guidelines and MFCU ISO policy

The Successful Candidate Should have the Following Attributes:

- Professional telephone manner and the ability to communicate effectively when handling telephone enquiries
- Can manage transactions and till balancing tasks with accuracy and personal accountability
- Self-motivated with the ability to work effectively as an individual or within a team structure
- Excellent written, administration, and oral communication skills, fluency in spoken and written English
- Strong time management skills with the ability to multi-task/prioritise tasks effectively
- Efficient and well organised with exceptional attention to detail
- Works effectively with different personalities and demonstrates respect for all colleagues
- Is willing and flexible in moving between tasks, departments, and branches

Required Experience and Qualifications:

- Pass leaving Certificate or Equivalent
- Cash handling experience and attention to detail is essential
- Strong communication and interpersonal skills, with the ability to work under pressure
- Excellent administration skills with a good knowledge of MS Office
- Experience working in a credit union or bank and working towards APA Loans, APA Savings & Investments standard or equivalent

Applicants should clearly state the position they are applying for by quoting the reference **MSO 2024**
Applications including CV by email only addressed to recruit@pinta.ie

Closing Date for receipt of applications is the 26th July 2024

Short listing may apply, and assessment will be done on the basis of the information provided in the application
Member First Credit Union Ltd is an Equal Opportunities Employer