



Progressive Credit Union Limited

Harper House
43-45 Dublin Street
Balbriggan
Co. Dublin.
K32 NX58

Registe

Web: www.progressivecu.ie
Email: info@progressivecu.ie
Telephone (01) – 8411 348

Branches across North Dublin

Member Services Officer (Entry Level)

Progressive Credit Union is delighted to invite applications for the position of Member Service Officer to join our team as part of a large community based financial institution.

Location: Progressive Credit Union has seven Branches in North Dublin and North County Dublin. This position will be primarily based in our central offices of Baldoyle / East Wall, however willingness to work throughout our branch network is required.

Contract: Full Time, 36 hours per week.

Reporting to: Operations Team Lead

The Member Service Officer position will deliver a best-in-class standard of member service in a frontline and back-office environment and support the effective and compliant operation of the credit union. The successful candidate will be responsible for processing day to day financial transactions for our members, including loans and insurance, dealing with queries, and offering information and support as required. The key purpose of the role is to support members, by providing a superior level of assistance and service in a timely and efficient manner, to existing and potential new members. This role will be responsible for promoting services and products that benefit members.

Skills and Competency Requirements

- Experience working in a frontline role within a credit union, financial institution, or retail setting, with cash handling experience.
- QFA / APA qualifications or equivalent desirable or willingness to work towards same.
- Member focused with a proven track record delivering exemplary member service, maintain accurate, concise records in line with relevant data policies/procedures aligned to regulatory and legislative requirements.
- Excellent verbal, numerical and written skills, ability to update member data in line with Anti Money Laundering Legislation.
- Communicate effectively and sensitively when responding to members face to face, on the phone and through email.
- Detail oriented and well organized, able to work on own initiative.
- Proficient in Microsoft Word, Excel, and Outlook applications, along with good keyboard skills.
- A problem solver, with the ability to handle escalations effectively.
- Flexible and adaptable to learn and work on different tasks, in different situations.
- Approachable and friendly, with good teamwork and collaboration.
- Full clean driving licence and access to a vehicle are desirable as travel between branches may be required.

How to Apply

Interested applicants should forward and up to date CV and cover letter to jobs@progressivecu.ie on or before close of business on Friday, **20th September 2024**.

“Progressive Credit Union Limited is proud to support an inclusive and diverse workforce”.

A copy of our recruitment privacy policy is available on request.