

Position: Permanent Senior Member Officers (Qualified)

Credit Union Plus (CUP) is one of the largest Community Credit Unions in Ireland with a footprint across three Counties, with offices in Ballivor, Ballyjamesduff, Clonmellon, Dunshaughlin and our Head Office in Kennedy Road, Navan, Co. Meath.

We have expanded our member offering here at Credit Union Plus with a complete suite of financial services now available, including Current Accounts with Mastercard Debit Cards, Online/Mobile Banking, Mortgages, Business Loans, Insurances, and the full range of Personal Lending options. It is an exciting time to join CUP and we have openings for experienced and qualified **Senior Member Officers (CUA/QFA)** to join our Member Services Team in Navan.

This is a permanent position, primarily based in our Navan Office, with 3, 4 and 5 day week contracts available.

Employee Benefits include fully supported opportunities for further training and education pertaining to the role, Employee Assistance Programme, Free onsite Car Parking, eligibility to join the Defined Contribution Pension Scheme matched with Employer contribution (post minimum service requirement*), and lots more.

- Are you keen to join a growing and progressive financial institution and are looking for a change?
 - Are you tired of long commutes and long working days?

If the answer is yes, and you meet the criteria outlined below, this role could be for you! We would like you to join our team.

The Role:

Servicing all aspects of Member Service activities online and in branch, including back-office, ensuring policies and procedures are adhered to. Providing high quality, friendly service and actively engaging with members by promoting the services and benefits of CUP membership.

Responsibilities include:

- All aspects of member service transactions including teller duties at counter; cash lodgments, cheque & visa debit, withdrawals, EFT payments. Responsible for efficient & accurate processing and balancing.
- Deal with all service related account enquiries at counter, over the phone and online.
- Take New Membership Applications with approved ID.
- Take Loan Applications completing all documentation, prepare the application for Underwriting consideration.
- Issue Approved Loans ensuring all conditions are met, discussing credit agreements with members and guarantors.
- Full range of Administration duties including requirement to maintain full knowledge of all services provided by CUP.
- Be willing to move to new departments & take on new areas of responsibility as required.
- Actively engage in promotional, marketing and business development initiatives as required.
- Engage in & contribute to the training & development of colleagues.
- Contribute to the achievement of all targets for the business unit/area/department.

The Person:

- Credit Union Advisor Qualification (CUA) / or QFA, in addition to Leaving Cert.
- 2 – 3 years' Financial Services experience in a similar role
- Superior Communication and Interpersonal skills
- Extensive experience in Customer Service Skills both in person, online and by telephone.
- Proven ability to resolve issues with limited support.
- Above average numeracy skills
- Efficient and accurate cash handling skills.
- Advanced Computer skills with full knowledge of MS Office.

Remuneration:

The remuneration package will be commensurate with the qualifications, experience and skills of the successful candidates.

The Application Process:

Those wishing to apply for this position should email their CV and covering letter (quoting **SMO** in email subject line) outlining the reasons why they believe that they are suitable for the role.

Email: recruitment@creditunionplus.ie

Closing Date: 10th May 2023

Credit Union Plus
is an Equal Opportunities Employer