

## MEMBER SERVICES OFFICER VACANCY

This is an excellent opportunity to join a leading and ambitious Credit Union with 9 branches in South Dublin, over 50,000 members and assets in excess of €280 million.

Capital Credit Union wishes to appoint a number of full-time Member Services Officers to provide friendly, efficient and excellent frontline services to members whether at the counter, by phone, letter or email. The Member Services Officer will handle loan and insurance administration enquiries and perform a range of supporting tasks.

### Key responsibilities will include:

- Processing transactions in an efficient and accurate manner
- Serving members through multiple channels such as telephone, online or over the counter
- Dealing with queries from members on our products and services
- Other back office duties as required such as filing, scanning and administration tasks
- Adhere to the rules, policies and procedures of the credit union

### The ideal candidate should:

- Pass Leaving Certificate with proficiency in Maths and English
- Be proficient in the English Language
- Have good IT skills
- A positive personality with strong communication and inter-personal skills

Capital Credit Union will sponsor study for a relevant qualification for candidates who are prepared to study for third level qualifications subject to terms and conditions.

If you are interested in this role, please email an up-to-date copy of your CV and cover letter **with the subject line Member Services Officer** to [recruitment@capitalcu.ie](mailto:recruitment@capitalcu.ie) before close of business on **Friday 2<sup>nd</sup> July 2021**.

Capital Credit Union is an equal opportunities employer.

Canvassing will disqualify.

Capital Credit Union is regulated by the Central Bank of Ireland.

Capital Credit Union's Data Privacy Statement can be accessed at: [www.capitalcu.ie](http://www.capitalcu.ie)