

JOB DESCRIPTION

Role Name	Member Services Officer
Key Focus/Role Purpose	<p>The provision of services to Credit Union members with particular focus on the following:</p> <ul style="list-style-type: none"> • Customer Service – responding to member enquiries by telephone, email and also face to face. • Account maintenance • New membership applications • Loan applications • General office duties & administration
Reports To	Operations Manager
Salary	£15,500 (pro rata, part-time)
Hours	<p>Full time: 35 Hours Monday – Friday or Part time: 21 hours per week (Wednesday – Friday)</p>
Location	The Co-op Credit Union, 1 Angel Square, Manchester, M60 0AG
Contract	Initially 6 months, with potential for the position to become Permanent.

Key Activities

1. Process membership applications and introduce members to the credit union services, products and policies.
2. To ensure member payroll deductions are set up accurately.
3. To complete member requests keeping accurate records of all account transactions.
4. To deal with all membership and general enquiries. Enquiries will typically relate to membership applications, account balances and loan decisions.
5. Support the loan team by conducting credit checks and taking loan applications from members.
6. To carry out administrative and reception duties as required.
7. To carry out all activities in a timely and accurate manner, adhering to credit union policies, procedures and regulatory requirements.
8. To observe and uphold the best principles of customer care in discharging the duties of this post and achieving the credit union aims and objectives of delivering high standards of care for member satisfaction. All members are to be treated as individuals in a professional and friendly manner.

9. To observe and uphold the principles of Equality of Opportunity in discharging the duties of the post and securing the credit union's aims and objectives.

10. To implement and adhere to all procedures and policies introduced from time to time by the credit union and to undertake such other duties and responsibilities as are commensurate with the post.

Key Knowledge, Skills and Experience

- Basic knowledge and understanding of credit unions and their objectives.
- Basic knowledge of what makes good customer service and its importance to maintaining reputation.
- Adequate understanding of what makes communication effective.
- Use of a range of IT tools e.g. Microsoft office.
- Excellent keyboard skills.
- Ability to communicate effectively both verbally and in writing to members from a range of backgrounds.
- Ability to organise and prioritise own workload.
- Ability to work co-operatively as part of a team.
- Experience of working in a customer service environment.
- Experience of accurately inputting information into databases and application processing.
- Experience of logging and tracking customer enquiries.
- Good literacy and numeracy skills

Important personal qualities are as follows:

- The ability to give each task the right attention to detail
- A team player with empathy towards the demands that a busy credit union has on members of a team
- A friendly, polite courteous manner is essential to this role
- Excellent time keeping and reliability
- Ability to work under pressure