

## JOB DESCRIPTION

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|-------------------------------|---|
| <b>Role Name</b>              | Member Services Officer (maternity cover)   |
| <b>Key Focus/Role Purpose</b> | The provision of services to credit union members with a particular focus on the following: <ul style="list-style-type: none"> <li>• Customer service – responding to member enquiries across all communication channels.</li> <li>• Account maintenance</li> <li>• Processing membership applications</li> <li>• Processing loan applications</li> <li>• General office duties &amp; administration</li> </ul> |
| <b>Reports To</b>             | Operations Manager  |
| <b>Salary</b>                 | £18,500   |
| <b>Hours</b>                  | Full time: 35 Hours Monday – Friday   |
| <b>Location</b>               | The Co-op Credit Union, 1 Angel Square, Manchester, M60 0AG   |
| <b>Contract</b>               | 12 month maternity cover contract - potential to become permanent   |

### Key Activities

1. Explain to members the credit union services, products and policies
2. Process membership applications
3. Ensure member payments are set up accurately, including payroll deduction and direct debit.
4. Process member requests keeping accurate records of all account transactions.
5. Deal with all membership and general enquiries
6. Initially support the loan team by conducting credit checks and taking loan applications from members working towards full underwriting in time.
7. Carry out administrative and reception duties as required.
8. Carry out all activities in a timely and accurate manner, adhering to credit union policies, procedures and regulatory requirements.
9. Observe and uphold the best principles of customer care maintaining the credit union's high standards of member satisfaction.
10. Observe and uphold equal opportunities at all times
11. Undertake such other duties and responsibilities as are commensurate with the post.

### Key Knowledge, Skills and Experience

#### *Essential*

- Strong customer service and interpersonal skills
- Effective verbal and written communication with people from a range of backgrounds
- Confident using a range of IT systems, e.g. Microsoft Office
- Excellent keyboard skills
- 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

*Desirable*

- Knowledge and understanding of credit unions and their objectives.
- Experience of working in a financial services or banking environment, in particular lending

The following personal qualities are essential:

- Attention to detail
- Empathy for team members and customers
- Friendly, polite and courteous
- Excellent time keeping and reliability
- Ability to work under pressure
- Strong sense of when to seek management guidance