

Health Services Staffs Credit Union Limited.

<i>Position:</i>	Member Services Officer – Galway Branch
<i>Contract:</i>	Permanent Full Time 35 hours
<i>Reporting To:</i>	Branch Manager/ Branch Team Co -Ordinator
<i>Location:</i>	Merchants Road , Galway City
<i>Remuneration:</i>	€29,638 to €34,093 p.a. depending on relevant experience & qualifications* Annual Leave 24 days Occupational Pension Scheme

The Health Services Staff's Credit Union is once again hiring as we continue to be front leader in the Credit Union sector. Health Service Staffs Credit Union (HSSCU) is one of the largest credit unions, with the biggest loan book in the country. Would you like to join an organisation that is dedicated to delivering the best possible service to over 70,000 members, offering a wide range of financial products and services at competitive rates and attractive terms.

We now have an exciting opportunity in in our Galway Branch team. They will work under the guidance and direction of the Team Co-Ordinator and Ranelagh Branch Manager.

The contracted hours for this post are 35 hours per week:

Monday: 9:00 am to 5:00 pm

Tuesday: 9.00 am to 5:00 pm

Wednesday: 9.00 am to 5:00 pm

Thursday: 9.00 am to 5:00 pm

Friday: 9.00 am to 5:00 pm

Role Description:

This position will have a variety of duties including;

- Providing the members of the Credit Union with a courteous, pleasant and professional service. This can be via the face to face interaction, phone, through our website / email or by providing back office support.
- Processing of loan applications, assisting members with their account management, acting as teller, assisting members with Credit Control queries and assisting members with any of the range of services offered by HSSCU.
- Back office administrative / operational duties as the needs of the office dictate.
- To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient Credit Union.

Persons Specification

The successful candidate will be

- A motivated individual.
- Excellent communication and interpersonal skills.
- Ability to work under own initiative with minimal direction.
- Ability to work to deadlines and targets, can prioritise tasks under pressure.
- Flexibility and willingness to take on new tasks and projects
- Ability to work with and part of a team
- Responsible and conscientious

(A full job description is available on request – email recruit@hsscu.ie)

Competency Guide	Level
Member Relationship Management	Very Strong
Communication and influencing	Strong
Teamwork and collaboration	Strong to Expert
Planning and priority setting	Good to Strong
Problem solving and decision making	Good
Results focus	Strong
IT, digital and social media	Good

Requirements

- The successful candidate will be required to satisfy the minimum competency requirements as set out in the Central Bank Guidelines for the sale of insurance products. (QFA/CUA(Loans, Savings & Investments)/APA in Loans, Savings & Investments /Pathways CU Diploma/ACCUP).
- The Credit Union will provide financial support for the successful candidate to obtain this qualification, if they do not have it currently.
- Good IT Skills
- Excellent Member/Customer Service Skills
- Excellent administration skills and attention to detail.
- 1 to 2 years' experience in a similar role would be an advantage.

Please apply with a letter of application and full CV to the HRD Manager, by emailing recruit@hsscu.ie by 1 pm **Thursday 9th May 2024**, with the reference in the subject line of **MSO Galway Branch**.

Please note interviews are expected to be held 15th May 2024

We encourage applications from candidates with different backgrounds, experiences, and perspectives as it strengthens us, as individuals and as an organisation. We are committed to positively supporting candidates with disabilities. If we can make any reasonable accommodations for you in the recruitment process to give you the opportunity to perform to your best, please email recruit@hsscu.ie or 01 6456925. Any information that you provide will be used only for the purposes of providing relevant support and will have no bearing on how your application will be viewed.

Health Services Staffs Credit Union is an equal opportunities employer, canvassing will disqualify. If you would like a copy of our Recruitment Privacy Statement, please request same by e-mailing recruit@hsscu.ie.