

Member Services Officer (MSO) – Inputting Team - Health Services Staffs Credit Union
5th March, 2025

Position:	Member Services Officer (MSO) – Inputting Team
Contract:	Permanent Full Time 35 hours per week
Reporting To:	Inputting Manager/ Team Co-Ordinators
Location:	High Street, Head Office Dublin 8
Remuneration:	Competitive Salary and based on relevant previous working experience & MCC qualifications* Annual Leave 24 days Occupational Pension Scheme

The Health Services Staffs Credit Union is once again hiring as we continue to be a front leader in the Credit Union sector. Health Service Staffs Credit Union (HSSCU) is one of the largest credit unions, currently with the largest loan book in the country. If you would 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 to at competitive rates and attractive terms.

We now have a new additional vacancy in our Inputting team, based in High Street, Dublin 8. This team looks after the processing of member data processing of member payments received from employer deductions, direct debit, current account etc.

This is an excellent opportunity for a candidate who is looking to start a career in the credit union/financial sector, or indeed an experience candidate in this sector, who is seeking an opportunity to work in one of the largest Credit Unions in the country.

The contracted hours for this post is 35 hours per week, Monday to Friday: 9:00 am to 5:00 pm.

Role Description:

This position will have a variety of duties including;

- Provide the members of the Credit Union with a courteous, pleasant and professional service. This can be via the phone, face to face interaction, through our website / email or by providing back-office support.
- Manage the applications, card ordering and file processing for PAYAC current accounts. Engage with PAYAC in relation to fraud/member issues.
- Processing/management of payrolls to include inputting of payrolls, balancing of Payroll and Back up log. Engaging with salary departments. Processing all work in a timely manner as per the policies and procedures set out by HSSCU.
- Processing and management of members data to include Payroll Deduction forms Direct debit management, Standing orders, incoming/outgoing eft files (ACREREP), ensuring these are completed promptly and efficiently.
- Set up and monitoring of budget accounts and budget direct debits, process payments and engage with members to manage same.
- Assisting members with their account management via the phone, via email or the web or via face to face interaction, assisting members with Credit Control queries and assisting members with any of the range of services offered by HSSCU.
- 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/have

- A motivated individual
- Excellent communication and interpersonal skills
- Ability to work under own initiative with minimal direction
- Ability and confidence to communicate effectively, both orally and in writing.
- Ability to work to deadlines and targets, can prioritize tasks under pressure.
- Willingness to take on new tasks and projects.

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

Competency Guide	Level
Member Relationship Management	Strong to Expert
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/APA in Loans & Savings and Investment/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.
- 1 to 2 years' experience in a similar role would be an advantage.
- Knowledge of SCION an advantage.
- Excellent IT Skills.
- Excellent administration skills and attention to detail.

Please apply with a letter of application and full CV to the HRD Manager, by emailing recruit@hsscu.ie by **1pm, Thursday, 20th March, 2025** the reference in the subject line of **MSO Inputting Team.**

Please note interviews expected to commence w/c 24th March 2025.

We encourage applications from candidates with different backgrounds, experiences, and perspectives as it strengthens us, as individuals and as an organization. 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 6456908. 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.