

## **Member Services Officer (MSO) -Phones Team - Health Services Staffs Credit Union Limited**

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

The Health Services Staff's Credit Union members is now regarded as one of the biggest Credit Unions in the country, with the largest Loan book. With just over 70,000 members, we offer a wide range of financial products and services to our members at competitive rates and attractive terms. We endeavour to be the most reliable, respected, and preferred financial institution for our members, providing good value, modern, accessible, and tailored services and support on a nationwide basis.

We now have a new vacancy in our Phones Team, based in High Street, Dublin. The successful candidate may also provide support to our Branch teams if/when required.

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 Call Centre is open 5 days a week. 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***

Please note the Call Centre currently opens late on a Tuesday & Thursday and staff are placed on a roster to work alternative shifts to cover these evenings (approx. every 4 to 6 weeks)

***The shift on these weeks may change to***

***Monday: 9:00 am to 5:00 pm***

***Tuesday: 10.30 am to 6.30 pm***

***Wednesday: 9.00 am to 5.00 pm***

***Thursday: 10.30 am to 6:30 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 primarily via our call centre, through our website / email or by providing back office support. On occasion may be required to assist members via face to face interactions.
- 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.
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### 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.

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

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

### 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 incl Loans or 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](mailto:recruit@hsscu.ie) by **1pm, Tuesday, 18<sup>th</sup> March 2025** with the reference in the subject line of **MSO Phones Team**.

**Please note interviews expected to commence 21<sup>st</sup> 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](mailto: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](mailto:recruit@hsscu.ie).**