

**Member Services Officer (MSO) or Member Services Executive (MSE) - Phones Team**  
**Health Services Staffs Credit Union Limited**

**Position:** *Member Services Officer (MSO) or Member Services Executive –  
Phones Team (Dublin)*

**Contract:** *Permanent Full Time - 35 hours per week.*

**Reporting To:** *Phones Team Manager/ Team Co -Ordinator.*

**Location:** *5 High Street, Christchurch, Dublin 8.*

**Remuneration MSO :** *€30,824 to €35,457 based on relevant previous working experience &  
qualifications\**

*Annual Leave 24 days*

*Occupational Pension Scheme*

**Remuneration MSE :** *€37,146 to €47,715 based on relevant previous Financial Sector 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 8. The successful candidate may also provide support to our Branch teams if/when required. We are looking for a ***Member Services Officer (MSO) or Member Services Executive (MSE)*** depending on experience and qualifications to join our Phones team.

This is an excellent opportunity for a candidate who is looking to start a career in the credit union/financial sector (MSO) , or indeed an experienced candidate in this sector (MSE), 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 to 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, Wednesday, Friday : 9:00 am to 5:00 pm***

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

## Role Description:

These positions 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.
- Provide support, coaching and guidance to peers, in particular, to Member Service Officers in your team who are working towards their MCC accreditation. (*For MSE level only*)
- 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 :

- Excellent organisational skills.
- Methodical with a high level of accuracy and attention to detail.
- Ability and confidence to communicate effectively both orally and in writing.
- Ability to work under own initiative with minimal direction.
- Ability to work to deadlines and targets, can prioritise tasks under pressure.
- Ability to work with and part of a team.

Competency Guide	Level (MSO)	Level (MSE)
Member Relationship Management	Very Strong	Very Strong
Communication and Influencing	Strong	Strong
Teamwork and collaboration	Strong	Very Strong
Planning and priority setting	Good	Strong
Problem solving and decision making	Good	Strong
Results focus	Strong	Very Strong
IT, digital and social media	Good	Good
Technical: Knowledge of HSSCU Products & Services	Strong	Very Strong

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

## Requirements for applicants at MSO level:

- 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.

### **Requirements at MSE Level:**

- The successful candidate will be required to have previously satisfied the minimum competency requirements as set out in the Central Bank Guidelines for sales and related activities ( i.e. QFA or CUA or APA in Loans & Savings and Investment or Pathways CU Diploma/ACCUP).
- A minimum of 2 years' working experience in a Financial Institution is required
- 1- 2 years' working 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](mailto:recruit@hsscu.ie) by **1pm, Thursday, 3<sup>rd</sup> July, 2025** with the reference in the subject line of **MSO/MSE Phones Team.***

**Please note interviews expected to commence 8<sup>th</sup> July, 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 phone 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).**