

**Member Services Officer (MSO) or Member Services Executive (MSE) - Inputting
Health Services Staffs Credit Union Limited- 8th September 2025**

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

Contract: *18 Month Fixed Term Contract -Full Time - 35 hours per week.*

Reporting To: *Inputting 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 fixed term vacancy to cover leave 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 (MSO), or indeed an experience candidate in this sector (MSE), who is seeking an opportunity to work in one of the largest Credit Unions in the country.

Role Description:

- 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.
- 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.
- Manage the applications, card ordering and file processing for PAYAC current accounts. Engage with PAYAC in relation to fraud/member issues.
- 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.

- Ensure your participation in training to ensure a knowledge of all products and services in HSSCU. Identify training needs with your line manager as you require.

Persons Specification:

- 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
- Responsible and conscientious
- Excellent communication and interpersonal skills with a strong customer focus both internally and externally
- Ability to work to deadlines and targets, can prioritise tasks under pressure
- Willingness to take on new tasks and projects

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)

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.
- Strong IT Skills
- Excellent administration skills and attention to detail.
- 1 to 2 years' experience in a similar role would be an advantage.

Requirements for applicants 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 by **1pm Thursday, 18th September, 2025** with the reference in the subject line of **MSO/MSE Inputting Team.***

Please note interviews expected to commence W/C 22nd September, 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 phone 01 6456908. Any information that you provide will be used only for the purpose 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.