**Mountmellick Credit Union Limited**

Position: Part time Member Services Officer

Reporting to: Operations Manager

Mountmellick Credit Union is a community-based Credit Union with 3 offices, located in Mountmellick, Rathangan and Clonaslee. Our values are to serve our members and community with the highest professional standards and service.

Due to continued growth, we are seeking applications for a part time member services officer to work primarily from our Mountmellick office but work in our other branches may be necessary on occasion. The hours are 20.25 weekly across Thursday, Friday and Saturday morning. Applicants must be flexible if required to work Monday or Tuesday from time to time.

**The Role:**

The MSO will be responsible, for providing friendly, efficient and excellent frontline services to members whether at the counter (in multiple offices), by phone, letter, email or any other format.  The MSO will handle loan and member service administration and perform a range of supporting tasks.

**KEY RESPONSIBILITIES:**

**Member Services**

* Accurately and diligently handle, reconcile and balance cash and account for any inconsistencies to the OM.
* Providing a quality service to members at the counter and by phone with all aspects of credit union business including lodgements, withdrawals, loan issues, foreign exchange transactions, populating Direct Debit mandates, processing EFTs etc.
* Opening accounts for and providing information about Credit Union services to new members
* Operating in compliance with AML and other regulations, the employee handbook, Board policy and procedures, and all system notes and directions
* Participates in specific initiatives to increase membership and promote service uptake
* Efficiently dealing with members queries concerning loans, actively promoting loan products to members, and ensuring all loans documentation is complete and compliant with the credit unions policies and regulations
* Ensuring members information is accurate and up-to-date and is retained within policy guidelines

**Requirements:**

* In line with Minimum Competency requirements MSOs are required to hold a QFA, APA or CUA or a commitment to achieve same on starting the role.
* Strong focus on teamwork and collaboration to achieve results
* An appreciation and awareness of the Credit Union ethos and an ability to maintain a positive, professional and empathetic tone in all dealings with members of the public
* Good Microsoft Office skills
* Cash handling experience would be considered an advantage for applicants
* Full clean driving licence and access to a vehicle are desirable as travel between branches may be required

 How to Apply:

Interested applicants should forward an up-to-date CV and cover letter to opsmanager@mountmellickcu.com before close of business on Friday, **19th September 2025**

Mountmellick Credit Union Ltd is an Equal Opportunities Employer.