

**Member Services Officer(MSO) -Phones Team x 2 Health Services Staffs Credit Union Limited
13th January 2025**

Position:	<i>Member Services Officer(MSO) -Phones Team Dublin & Phones Team Cork</i>
Contract:	<i>Fixed Term Contract 18 Months - 35 hours a week</i>
Reporting To:	<i>Phones Team Manager/ Team Co -Ordinator</i>
Location:	<i>1)High Street Dublin 8 2)34 – 36 St Patricks' Quay, Cork</i>
Remuneration:	<i>€30,824 to €35,457 p.a. depending on relevant experience & qualifications* Annual Leave 24 days Occupational Pension Scheme</i>

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 two vacancies in our Phones Team, based in Dublin and Cork offices. The successful candidate may also provide support to our Dublin or Cork Branch if/when required.

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)

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 by **1pm on Thursday 23rd January 2025** with the reference in the subject line of the location interested in e.g **MSO Phones Dublin or MSO Phones Cork**

Please note interviews are expected w/c 27th January 2025 via teleconference.

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.