

Member Services Officer/Teller (26 Hours per Week)

Sheephaven Credit Union Limited is inviting applications for the position of **Member Services Officer**.

Sheephaven Credit Union is a growing, community-focused financial institution serving more than 5,000 members from our offices in **Carrigart** and **Creeslough**. We are seeking an enthusiastic and customer-focused individual to join our team as a **Member Services Officer** on a **26-hour per week contract**.

The successful candidate will be responsible for delivering an excellent standard of member service while supporting the day-to-day operations of the credit union.

Working Hours

- 26 hours per week
- Hours may be scheduled between **Monday and Saturday, 9.30am – 5.00pm**

Salary

- €16.24 per hour

Key Responsibilities

The successful candidate's duties will include, but are not limited to:

- Providing frontline member services, including lodgements, withdrawals, foreign exchange transactions and loan repayments.
- Accurately handling cash and reconciling daily cash balances.
- Assisting members by providing information on the full range of credit union products and services.
- Supporting members in completing loan applications.
- Maintaining accurate member records and ensuring the member database is kept up to date.
- Carrying out scanning, filing and other general administrative duties.
- Participating in project work that supports the wider objectives of the credit union.
- Undertaking any other reasonable duties as assigned by management.
- Completing relevant training as required by the credit union.

Please note that this list is not exhaustive, and responsibilities may evolve to meet the operational needs of the credit union.

Essential Skills and Experience

The ideal candidate will possess:

- Experience in a frontline customer service role within a credit union or other financial institution (desirable).
- The ability to meet the Central Bank of Ireland's Minimum Competency Code requirements, including one of the following:

- QFA/CUA (including Loans),
- Pathways Credit Union Diploma, or
- ACCUP qualification.
- Previous cash handling experience.
- Excellent communication and interpersonal skills.
- Strong IT and computer literacy.
- Excellent administrative skills with a high level of accuracy and attention to detail.
- A full, clean driving licence.
- The ability to work effectively as part of a team.

Employee Benefits

We offer a competitive benefits package, including:

- Competitive salary.
- Pension contribution of **10% of earnings**.
- Ongoing professional development and training opportunities.

Diversity and Inclusion

Sheephaven Credit Union is committed to attracting, recruiting and retaining individuals with diverse backgrounds, skills and experiences. We provide ongoing training and development opportunities to support all employees throughout their careers.

How to Apply

Please submit your **CV and cover letter** by email to:

patricia.kelly@sheephavencu.ie

Closing Date: 31st July 2026

Sheephaven Credit Union Limited is an **Equal Opportunities Employer**.

For a copy of our Recruitment Privacy Notice, please contact our Data Protection Officer at

info@sheephavencu.ie.

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www.sheephavencu.ie

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