

Sheephaven Credit Union Limited

are inviting applications for the following position:

Job Title: Front Office Administrator/Loans Officer

Sheephaven Credit Union Limited is a growing credit union serving just under 5,000 members, with offices in Carrigart and Creeslough. An exciting opportunity has arisen for a Front Office Administrator/Loans Officer/Teller to join our team. The successful candidate will be responsible for providing an excellent standard of service to members of Sheephaven Credit Union and performing a range of supporting duties.

DUTIES AND RESPONSIBILITIES TO INCLUDE:

- Providing members of the Credit Union with a courteous, professional service face to face, via phone, online and web services; answering queries on Shares, Loans, Membership, Insurance, and online accounts.
- Reviewing and approving loan applications.
- Ensure front line staff perform their duties to the highest standards and receive adequate and relevant training.
- Review and recommend changes to operations, policies, and procedures.
- Ensure operational compliance with all financial services legislation.
- Accept and resolve queries from colleagues or members and escalate these to the Management Team when necessary.
- Promote excellent service delivery to Members along with driving growth in applications for membership.
- To process lodgements, withdrawals, accept loan applications & issue approved loans.
- Accurately and competently handling cash; reconciling cash balances daily.
- Assisting members and providing details on the range of services offered by the credit union.
- Updating member information and ensuring the database is maintained to a high standard.

- Scanning and filing and other administrative tasks.
- Dealing with computer and printer difficulties.
- Be conversant with all aspects of LP/LS.
- Issuing and checking foreign exchange.
- Participate in periodic project work in support of wider objectives across the organisation.
- Teller duties.
- Overall responsibility for front of house operations.
- To undertake such other reasonable and lawful duties as may be directed from time to time by the manager.
- Undertake relevant training as deemed necessary by the credit union.
- To be aware of and comply with all Health & Safety regulations.

QUALIFICATIONS/EXPERIENCE:

- Experience working in a frontline role within a credit union or other financial institution would be a distinct advantage.
- Must satisfy the Minimum Competency Requirements of the Central Bank's Minimum Competency Code, relevant qualification such as QFA, CUA or Pathways Diploma is required.
- Meet & Satisfy Fitness & Probity requirements
- Previous cash handling experience.
- Team worker with strong communication and organisational skills.
- Excellent IT skills.
- Excellent administration skills and attention to detail.
- Full Drivers licence

EMPLOYEE BENEFITS

- Competitive salary
- Professional Development Opportunities

If you are motivated, member-focused, and ready to take on a challenging and rewarding role, we want to hear from you!

The Credit Union is committed to attracting, recruiting, and retaining individuals with diverse backgrounds, skills, and competencies. If you think you have what it takes, but don't necessarily meet every single point on the required qualifications/experience, please still get in touch.

Please apply by CV and cover letter to: john.mcbride@sheephavencu.ie

Closing date for receipt of applications is Monday 2nd September 2024.

Sheephaven Credit Union Limited is an Equal Opportunities employer.

Please contact our Data Protection Officer on dpo@sheephavencu.ie for a copy of the Recruitment Privacy Notice.

Sheephaven Credit Union Limited is regulated by the Central Bank of Ireland.