

Sheephaven Credit Union

currently has a Part-Time vacancy for the position of:

Member Services Officer/Teller

Sheephaven Credit Union is a member-owned, not-for-profit financial co-operative serving over 4,500 members with an asset size of €26 million. Rooted in the community, we are committed to delivering excellent, ethical financial services and supporting financial wellbeing across our common bond.

General Scope of the Role

As a Member Services Officer, you will provide friendly, efficient, and accurate service to our members, supporting a range of financial transactions and administrative duties.

Key responsibilities

The position will require assisting members with all aspects of Credit Union Business while working as part of a team to provide administration and support in dealing with:

- Delivering an excellent member service across multiple delivery channels including in person, over the telephone and online.
- Deliver front-line services including lodgements, withdrawals, loan repayments and opening accounts
- Accurately and diligently handle cash, reconcile balances and account for any shortfalls/excess.
- Update member records and maintain database integrity
- Assist members with queries and explain our services
- Perform administrative tasks including scanning and filing
- Support team projects and credit union-wide initiatives
- Participate in ongoing training and development
- Operate within the risk and compliance frameworks to ensure adherence to all regulatory AML requirements policies and procedures.
- Ability to perform under pressure and work independently.
- Providing cover as required between our Carrigart & Creeslough Offices.

The ideal candidate will have:

- Excellent attention to detail and administration skills.
- Experience working in a role within a credit union or similar financial institution ideal, but not essential as full training will be provided.
- Excellent customer service, interpersonal and communication skills.
- Strong team player.
- Ability to use discretion and sensitivity in dealing with members.
- Ability to make decisions and take responsibility.
- Knowledge and understanding of the ethos of Credit Unions.
- Minimum Competency Code (MCC) is required, QFA/APA qualifications or equivalent are desirable.
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How to apply:

Please forward a covering letter and CV

john.mcbride@sheephavencu.ie

Closing dates for applications **Saturday 26th August 2025.**

Short listing may apply, and assessment will be based on the information provided in the application.

Sheephaven Credit Union Limited is an Equal Opportunities Employer.