

Member Services Officer

Job Description

Position:	Member Services Officer
Reporting to:	Operations Manager
Date:	November 2018
Salary Scale:	Band 1
Salary:	£17,000 - £17,500
Personal Attributes:	<p>You are self-motivated and well organised</p> <p>You are resourceful and able to think clearly in a busy environment</p> <p>You have the ability to multi task and can work on your own initiative</p>
Purpose:	To deliver a first class customer experience to PCU's Members ensuring that all administrative tasks are carried out in a timely, accurate and efficient manner to guarantee the highest level of member satisfaction.
Key Responsibilities:	<ul style="list-style-type: none"> - 3 ring telephone policy, i.e. all calls must be answered within 3 rings - Responsible for meeting the needs of our members in a polite, respectful and efficient manner ensuring their first impression of PCU is first-class - Meeting KPIs and targets set for you by the Operations Manager - Welcoming members into office and handling their request - Responsible for keeping emails up to date and replying to our members promptly - Responsible for setting up new members in a timely manner - Ensuring details are accurate when setting up accounts and updating existing members records - Accurately filing electronic and hard copy documents - Dealing with incoming post and circulating to the relevant departments - Ensuring outgoing post is sent daily - Handling member account closures - Setting up direct debits - Taking Debit Card payments from our members - Carrying out reporting and updating accounts upon review of report, e.g. New Member, Youngster, Dormant Accounts - You will undertake regular training and be knowledgeable about all products and services - Promote PCU products and services to our members and potential membership - Have an understanding of PCU policies and procedures - The post holder will undertake other duties as and when may be reasonably required and will be expected to work effectively with other departments in order to make a positive contribution to the work of PCU - Comply with data protection legislation and to maintain strict confidentiality and security in dealing with all information relating to PCU and its members, in accordance with PCUs policies and procedures - To work to the policies and procedures including relevant legislation and guidelines set down by PCU, the Financial Conduct Authority, TCF principles, the Consumer Credit Trade Association the Financial Ombudsman Service & the Data Protection Act 1998 and any other appropriate service standards - Assist with training new members of staff

Qualifications & Experience:

Essential

- Minimum of 1 years' experience in an administration role
- Minimum of 1 years' experience in a customer orientated environment
- Excellent communication skills
- Proficient in MS Office
- Excellent organizational skills
- Ability to work under pressure
- Ability to multi task

Desirable

- Understanding and appreciation of the Credit Union movement
- Experience working in a regulatory environment
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