

Tara and District Credit Union Limited – Member Service Officer Vacancy

Job Purpose

The Member Service Officer (MSO) is a key front-line role responsible for delivering a friendly, efficient, and professional service to members. This includes handling financial transactions, supporting lending operations, advising on credit union products, and ensuring compliance with regulatory requirements, including those set by the Central Bank of Ireland

Key Responsibilities

- Serve as the first point of contact for members across all channels (in-branch, phone, email).
- Process daily transactions such as lodgements, withdrawals, loan payments, and standing orders accurately.
- Provide members with accurate information about products and services, including savings and loans.
- Support members through the loan application process, including documentation gathering and system entry.
- Promote credit union products and services to members in line with their financial needs and goals.
- Ensure all activity complies with AML, CFT, and GDPR regulations, as well as Central Bank of Ireland guidelines.
- Maintain accurate member records and update account information securely and confidentially.
- Assist with balancing cash, preparing reports, and performing reconciliations.
- Work closely with other departments to resolve member queries and deliver excellent member service.
- Participate in training, upskilling, and CPD requirements related to your qualifications.

Person Specification Essential Skills & Qualifications

- Minimum of Leaving Certificate or equivalent.
- Holds a relevant qualification such as QFA (Qualified Financial Adviser) or APA (Accredited Product Adviser) as per Central Bank of Ireland Minimum Competency Code (MCC) requirements. Note: However, appointees without a

qualification outlined above, must be willing to undertake study to achieve the relevant qualification. (Central Bank Minimum Competency Requirements).

- Previous experience in customer service, preferably in financial services, banking, or credit unions.
- Strong IT skills, including competence in Microsoft Office and member/accounting systems.
- Excellent communication, organisational, and interpersonal skills.
- High level of accuracy and attention to detail.
- Ability to work on own initiative and as part of a team.

Desirable

- Experience with loan processing, AML procedures, or GDPR compliance.
- Knowledge of the credit union movement and its values.
- Understanding of the regulatory environment in Irish financial services.

Key Competencies

- Member-first mindset
- Accuracy and attention to detail
- Teamwork and collaboration
- Communication and interpersonal skills
- Problem-solving ability
- Compliance awareness
- Initiative and accountability

Other Requirements

- Flexibility in working Hours, available Full-time, Saturday work is essential.
- Commitment to ongoing CPD in line with MCC requirements (if APA/QFA is held).
- Willingness to complete further relevant training (e.g., APA/CUCP courses).

Please send you CV and a short cover letter to supervisor@taracreditunion.ie

Applications will Close on Tuesday 15th October 2025.