

**Job Title** - **Customer Service Administrator**  
**Employer** - **National Fire Savers Credit Union**  
**Salary** - **£23,461 per annum**  
**Location** - **Southwark, London SE1**  
**Job type** - **Full time**  
**Monday to Friday, 9am to 5pm**

National Fire Savers is a not-for-profit organisation providing financial services to both serving and retired firefighters and support staff based in England, Scotland and Wales. We are looking for a personable individual with a genuine interest in helping our members.

The successful candidate will have both customer service and administrative experience and will join our small office to support the running of the credit union.

**Key tasks include:**

- Dealing with customer enquiries by telephone, email and in person;
- Processing requests for savings withdrawals;
- Helping members in their requests for loans and processing loan applications;
- Assisting in the daily banking routine to allow payments to members;
- Assisting with bank reconciliation;
- Processing new member applications;
- Corresponding with members and updating records where necessary;
- Recording meeting minutes;
- Adhering to internal processes;
- Liaising with various personnel from fire & rescue services regarding our services;
- General administrative duties.

**Skills and experience required:**

- A polite and friendly attitude with the ability to work well within a team;
- Excellent communication skills and telephone manner;
- Highly efficient administrative and written skills;
- The ability to carry out basic arithmetic on a calculator;
- Working knowledge of Microsoft Office including Excel, Word and Outlook;
- Strong attention to detail and accuracy of data input;
- Experience of working in an environment where confidentiality and data security are paramount;
- Motivation and willingness to learn new skills.

**How to apply:**

Please email your C.V with a covering letter detailing why you are suitable for this role to Catherine Ogori. Only applications with **both** of these will be considered.

The closing date for applications is 5pm on Friday 10<sup>th</sup> May 2019.