

JOB DESCRIPTION

JOB TITLE: PART TIME MEMBERSHIP SERVICES ASSISTANT (20 HOURS PER WEEK, MONDAY TO FRIDAY, FLEXIBLE BETWEEN 9AM AND 2PM)	SALARY: £18,795 PRO RATA (£9.74 PER HOUR)
REPORTS TO: FINANCE MANAGER	CLOSING DATE: 16TH JULY 2019 INTERVIEW DATE: 31ST JULY 2019

PURPOSE OF THE ROLE

To deal with all member enquiries in a friendly, efficient and effective manner in order to provide the best possible customer service, and to assist with general administrative duties as required to ensure the smooth running of the office.

KEY RESPONSIBILITIES

- 1) Dealing with members face to face and over the telephone in a polite and friendly manner ensuring good communication and first-class customer service.
- 2) Responsible for checking and responding to member e-mails, dealing with the emails or passing them to the relevant person efficiently and speedily.
- 3) Accurately carry out banking transactions for members in order to provide the highest quality service at all times.
- 4) To input new member's details and update existing member records ensuring they are accurate and up to date.
- 5) Responsible for dealing with the incoming post and distributing it to the relevant person.
- 6) To carry out electronic and paper filing, making sure that filing is completed accurately, efficiently and timely.
- 7) Assisting with mailings and marketing projects as and when required to support others in the team.
- 8) To deal with member complaints in line with agreed procedures.
- 9) To assist with the process for dealing with deceased members.
- 10) To assist the Member Officers with the administration of Loan applications.
- 11) To provide information and documentation required for the Monthly Board Meeting.
- 12) To assist the Finance Manager as and when required to ensure the smooth running of the Office.
- 13) Maintain the values, ethics & service levels of the Credit Union.

PERSON SPECIFICATION

COMPETENCIES REQUIRED FOR THE ROLE

Customer Focus

Provides a high level of customer service, and maintains contact with customers, works out what they need and responds to them. Is aware of issues of diversity, and understands and is sensitive to cultural and racial differences.

Effective Communication

Communicates all needs, instructions and decisions clearly. Adapts the style of communication to meet the needs of the audience. Asks probing questions to check understanding.

Openness to change

Understands the need for change and is willing to adapt to it. Is flexible and prepared to try out new ideas.

Personal Responsibility

Takes personal responsibility for own actions and for sorting out issues or problems that arise. Is focussed on achieving results to required standards and developing skills and knowledge.

Team Working

Works effectively as a team member and helps build relationships within it. Actively helps and supports others to achieve team goals. Is approachable and assists willingly in the training & developing of new team members.

Planning & Organising

Plans and carries out activities in an orderly and well-structured way. Prioritises tasks, and uses time in the best possible way, and works within appropriate policy and procedures.

Problem Solving

Gathers information from a range of sources to understand situations, making sure it is reliable and accurate. Analyses information to identify important issues and problems. Identifies risk and considers alternative courses of action to make good decisions.

Resilience

Can show resilience in difficult circumstances by remaining calm and confident, and responding logically and decisively in difficult situations.

Respect for Diversity

Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people. Treats people with dignity and respect at all times, no matter what their background, status, circumstances or appearance.