



Drogheda Credit Union Ltd.
Clarke House, Laurence Street, Drogheda, Co Louth

Applications are invited for the position of
Member Services Officer

Contract: 1-Year Fixed Term Contract, Full-time (4.5 days)

Reporting To: Operations Manager

Location: Drogheda Branch

About Drogheda Credit Union

Drogheda Credit Union is a leading, community-focused financial institution, dedicated to providing exceptional service and innovative financial solutions to over 55,000 members. With assets exceeding €366 million, we operate across five branches located in Drogheda, East Meath, Dunleer, and Trim. Our commitment to delivering member-focused services is at the heart of everything we do and we pride ourselves on maintaining the highest standards of professionalism and care.

The Role

An exciting opportunity has arisen for a full-time Member Services Officer at our Drogheda branch. Reporting to the Operations Manager, the successful candidate will play a key role in supporting the day-to-day operations of the branch.

The Member Services Officer will deliver high-quality member service through both front-line interactions and administrative support. This position involves managing daily financial transactions, processing loan applications and addressing member queries effectively. A key aspect of this role is to assist both existing and potential members by providing a timely and effective service.

In addition to these responsibilities, the Member Services Officer will ensure meticulous maintenance of member records and actively engage in ongoing training to enhance personal skills. This commitment to professional development supports a collaborative and efficient environment that benefits all members.

Required Skills & Qualifications

- QFA (Qualified Financial Advisor) or APA (Accredited Product Advisor) qualification or working towards either qualification.
- Strong verbal and written communication skills for effective member interactions.
- Ability to maintain accurate records and adhere to regulatory requirements.
- Demonstrated ability to work effectively both independently and collaboratively within a team environment.



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- Preferably one to two years of experience in a customer-facing role within a regulated financial environment.

Interested candidates should email their CV to Sarah Lynch at recruitment@droghedacu.ie. The closing date for applications is Friday, 18th October 2024.

Click link to access the credit union recruitment privacy notice: <https://www.droghedacu.ie/careers>

Drogheda Credit Union is an Equal Opportunities Employer

Drogheda Credit Union is regulated by the Central Bank of Ireland.