



St. Canice's Kilkenny Credit Union Ltd.

is now inviting applications for the following:

Teller/Office Assistant(s) Laois Branch (Ref: PTJ2023)

This is an exciting opportunity to be part of an ambitious, forward looking and strategic thinking credit union. You must have the ability to engage positively with Members and represent St. Canice's Credit Union with expertise, enthusiasm and dedication.

St. Canice's Credit Union is a not-for-profit organisation and one of the largest community credit unions in the country. With 70,000 plus members and a diverse product base. St. Canice's Credit Union is seeking Teller/Office Assistant(s) for our Laois Branches.

Position Summary

Reporting directly to the Regional Branch Co-Ordinator, the Teller provides an efficient service to members of the Credit Union and is accountable for carrying out a range of administrative and operational activities within authorised limits that contribute to the effective running of the credit union.

Principal Duties & Responsibilities

- Know and understand the products and services available to Members and be able to promote and communicate them easily and clearly to Members.
- Processing payment & withdrawal transactions in a friendly, efficient and accurate manner
- Help Members to set up and maintain their credit union accounts
- Serving members through multiple channels i.e., telephone, online or over the counter
- Help Members with their online accounts or via the credit union App
- Completing other duties as assigned to include a range of administrative and organisational tasks
- Fulfil member requests, resolve problems and responds to Members' questions through multiple channels.
- Undertake relevant training as deemed necessary.

The successful candidates will have:

- Leaving Certificate Pass
- Excellent administration skills and attention to detail
- The ability to work as part of a team with good communication and organisational skills.
- A strong member focus to maintain high standards of service.
- The willingness to be flexible and take on new tasks and projects.

- Excellent IT skills

It would also be advantageous:

- To have previous experience working in a credit union or other financial institutions.
- To have obtained a QFA or other recognised professional qualification or working towards.
- Flexibility of working hours is required

Email applications including CV to the HR Manager: recruitment@stcanicescu.ie

Closing Date for receipt of applications is **5.30pm 10th July 2023**

Short listing may apply and assessment will be done on the basis of the information provided in the application. Canvassing will disqualify.

St. Canice's Kilkenny Credit Union Ltd. is an Equal Opportunities Employer.