

St.Declan's Ashbourne Credit Union

Member Services Officer

St.Declan's Ashbourne Credit Union, a community-based credit union, is seeking to recruit a Member Services Officer (MSO). The MSO provides services to members by telephone, in-person at the counter, by email, online and virtually.

The Role

The responsibilities of this role are varied and include all those activities related to delivering services to members. This includes financial transactions, lending, insurance, etc. Services are delivered by telephone, in-person at the counter, by email, online and virtually.

Reporting to: Operations Manager

Main Responsibilities - Principal Duties

- Processing all counter and off-counter transactions, including payments, lodgements, express lodgements, withdrawals, taking laser payments, processing SCTs, EFTs, and all online transactions, including bill-payments and foreign exchange, etc.
- Answering and resolving member queries
- Dealing with new member applications
- Providing services to members by telephone, face-to-face, virtually, email and online
- Providing members with information about the services provided
- Promoting the credit union's services and products to members
- Paying out loans that have been approved
- Assisting members with their account management, including helping members with credit control queries, including referral to the credit control team
- Cash balancing and reporting and completing all end of day procedures
- Updating member accounts and account maintenance
- Providing back office administrative / operational support as the needs of the office dictate, including answering the telephone, working on emails, working online, etc. in accordance with staff rotas, member demand, and the needs of operations
- Document management: dealing with all filing and scanning of documentation, photocopying, and shredding
- AML duties including STR's, member ID's, member risk ratings, etc. and ensuring compliance with AML legislation, regulations, and credit union policies
- Compliance - ensuring compliance with regulations, legislation, and policies
- Data Protection – ensuring compliance with data protection legislation, regulations, and credit union policies
- Assist with various credit union operational tasks from time to time, as instructed by the Operations Manager

Additional Duties & Projects

From time to time, the MSO may be assigned other duties and may work on other projects, which include for example:

- Acting as Membership Officer
- Responsibility for overall end-of-day cashing up procedures
- Processing ECCU Death Claims and member nominations, including paying out death benefits

- Assisting with credit union projects
- Participating in and assisting with member events such as the Annual General Meeting
- Participating in and assisting with promotional and sponsorship events, school events, etc.

The Requirements

The Credit Union is seeking applications from individuals interested in a frontline role serving members within a community-based credit union. Individuals should have the following:

- Experience in providing frontline services to customers/members
- Experience in handling cash
- Experience in working in financial services
- Knowledge of banking or credit union IT systems. Knowledge of Progress Banking would be ideal.
- Good IT skills including Word, Excel, email
- A strong desire to keep learning about IT systems and how it can help them in their role
- Excellent customer service skills and keen interest in serving customers
- Proficiency in English
- Excellent organisational, administrative and communication skills.

The MSO would ideally have or be willing to work towards a relevant qualification to achieve minimum competence requirements, as set by the Central Bank of Ireland for the credit union sector, and other relevant training required. The Credit Union will train and sponsor study for the right person for a relevant qualification such as an APA and allow them to work towards exams within one year.

Contract Duration

This is a permanent position.

Salary & Benefits

The credit union will offer a salary and pension commensurate with the role.

Working Hours

The role is a full-time role with a requirement to work 37.5 hours per week, working Tuesday to Saturday.

Location

The role is based at the credit unions offices at Main Street, Ashbourne, Co.Meath.

Please forward your application by email to include curriculum vitae and a cover letter detailing how you meet the requirements of the job specification to hrs-info@nfpireland.ie

The closing date for applications is Friday 20th February 2026 at 5pm.

- ***Canvassing will disqualify***
- ***St.Declan's Ashbourne Credit Union is an Equal Opportunities Employer***
- ***St.Declan's Ashbourne Credit Union is regulated by the Central Bank of Ireland***