

Member Support Representative – Full time

Lucan District Credit Union is a not-for-profit credit union, set up for and owned by our members within the community of Lucan and Adamstown. Founded in March 1968 we are approaching 55 years in business. We have over 17,400 members, and we have €91m in member assets under management.

We are seeking to recruit a Member Support Representative to join our team. This is a full-time permanent role, based in our Lucan village office.

The successful candidate will report to the Member Support Team lead.

Main duties

- To work as part of the member support team.
- Answer all incoming calls promptly, answer queries, or redirect to the appropriate team member.
- To always assist members in a friendly and professional manner.
- Operate the webchat service and answer all queries requested by members through this function.
- Process online and phone payments
- Assist with admin/scanning/filing as required

Key requirements

- Excellent customer service skills
- Prior credit union experience (preferable but not essential)
- QFA, part-qualified QFA or willing to undertake exams
- PC literate and proficient in MS office
- Fluency in spoken and written English essential
- An understanding of the General Data Protection Regulations (GDPR)
- Ability to work on own initiative or as part of the team

To apply, send your Curriculum Vitae along with a cover letter to recruitment@lucancu.ie

The closing date for receipt of applications is by close of business Friday 26th July 2024

Lucan District Credit Union Ltd. is an equal opportunities employer.