

Elmwood Terrace, Killybegs, Co. Donegal. F94 K22W Phone: 074 9554455 e-mail: [info@bkcreditunion.ie](mailto:info@bkcreditunion.ie) Web: [www.bkcreditunion.ie](http://www.bkcreditunion.ie)  
Ballyshannon & Killybegs Credit Union Limited is currently seeking Full-Time Tellers / Member Service Officers.

The Teller / Member Service Officer is the welcoming, professional face of Ballyshannon & Killybegs Credit Union Limited (BKCU), delivering excellent member service and attention to detail. Key responsibilities include:

- Handling member service transactions courteously and professionally in person and by phone.
- Reporting directly to the Operations Manager, providing efficient and helpful service, including:
  - Account opening and new membership applications
  - Balancing own batch daily
  - Collecting and processing loan applications
  - Promoting credit union products and services
  - Providing cover as required in any of the BKCU 5 offices
  - Supporting the Marketing of BKCU on offsite promotional days
  - Contributing to the achievement of credit union targets and goals
  - Addressing member queries on any credit union-related matter
  - Assisting with new technology or service implementations
  - Complying with procedures, legislation, and regulations governing credit union operations
  - Adhering to Health and Safety regulations as directed
  - Assisting with credit control and loan queries, directing members to appropriate team members
  - Promoting and assisting members with a range of credit union services
  - Undertaking back-office administrative duties as needed
  - Making and receiving telephone calls from members
  - Performing other reasonable duties as directed by the Operations Manager

#### **Education, Skills, and Experience Required:**

- Leaving Certificate or equivalent qualification
- Minimum of 2 years' experience in a similar role in a credit union or retail financial services provider is desirable
- Member-focused, with a friendly and professional manner
- Ability to perform under pressure and work independently
- Excellent administration skills and attention to detail, with essential keyboard and computer skills
- Excellent communication and people skills with a track record of member service
- QFA/APA qualification is mandatory; however, training will be provided for this qualification
- Own car to travel between BKCU offices

If you think you have what it takes, but don't necessarily meet every single point on the required qualifications/experience, please still get in touch. The role is up to 32.5 hours per week, with a competitive salary and benefits package.

Ballyshannon & Killybegs Credit Union Limited is an Equal Opportunities Employer and is regulated by the Central Bank of Ireland. Canvassing will disqualify applicants.

**To apply, please forward your Curriculum Vitae to [recruitment@bkcreditunion.ie](mailto:recruitment@bkcreditunion.ie) by the close of business Friday, 28 March 2025 at 5:30 PM.**