



Member Services Officer

Ballyshannon & Killybegs Credit Union Limited is currently seeking Full-Time Member Service Officers/Tellers to join our team and support our members across the 5 BKCU offices (Ardara, Ballyshannon, Glenties, Killybegs & Pettigo).

These roles will primarily be based in our Killybegs, Ardara & Glenties branches, and providing cover in Ballyshannon and Pettigo branches as required.

The roles are **28.5 or 32.5 hours** per week (Monday – Saturday), with a competitive salary and benefits package.

The Member Service Officer/Teller role is the welcoming, professional and friendly face that delivers excellent member service and attention to detail.

This role offers an opportunity to work in a large and successful credit union, and to develop a career in the credit union or financial services sector.

Key responsibilities include:

- Handling member service transactions courteously and professionally in person and by phone.
- Reporting directly to the Operations Manager/Supervisor, 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 branches
 - Supporting the Marketing of BKCU at offsite promotional events
 - 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
 - Performing other reasonable duties as directed by the Operations Manager/Supervisor

Education, Skills, and Experience Required:

- Leaving Certificate or equivalent qualification
- Minimum of 2 years' experience in a similar role in a 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



**Ballyshannon
& Killybegs**
CREDIT UNION LIMITED



Ballyshannon & Killybegs Credit Union

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Email: info@bkcreditunion.ie

Web: www.bkcreditunion.ie

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.

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

Job Types: Full-time, Permanent

Benefits:

- Company pension
- Employee assistance program
- Bike to work scheme

To apply, please forward your Curriculum Vitae to recruitment@bkcreditunion.ie

Closing date for receipt of applications is close of business Tuesday, 5th May 2026 at 5:00pm.