Gateway Credit Union

Job Description

Job Title: **Customer Service Assistant (trainee)**

Managed By: General Manager

Conditions: 37.5 hours per week
Flexible times between 8:00am and 6:00pm, Monday to Friday.
Time off in lieu of hours worked in excess of 37.5 hours per week by prior agreement with line manager
28 days holiday per year including statutory holidays

Based In: The Head Office of Gateway Credit Union, Pontypool with travel to other offices as required.

Period of Employment: Subject to one month's notice

Salary: **NMW for first 6 months.**

Primary Function: To assist the Customer Service team in providing excellent service to our members.

Principal Duties and Responsibilities: To learn to:

1. Serve members at Head Office

2. Process information and transactions using the Curtains software and other systems as required.

3. Answer telephone, record calls, respond to postal and e mail enquiries

4. Scan, file and ensure that the Credit Union Offices and Collection Points are suitably equipped with stationery etc

5. Undertake the functions of other Customer Service Officers when required.

6. Work alongside and support volunteers.
7. Take cash and cheque payments and complete the appropriate paperwork.
8. Assist in promoting the Credit Union.
9. Assist in the issuing of loans

Person Specification for Customer Services Assistant

Experience and skills

1. Good literacy skills
2. Capable of developing accurate financial skills
3. Good computer skills
4. Appreciation of and commitment to the overall aims and purposes of the Credit Union

Personal Specification

1. To be committed to understanding and working in accordance with the values of the Credit Union
2. To be able to work under pressure as a member of a small team.
3. To have good interpersonal skills
4. To be flexible, yet focused and resilient.
5. To be totally confidential
6. To be committed to working in a team of paid and volunteer staff
7. To be willing to learn and committed to their own development.