

Job Description

Member Service Representative

Title:	Member Service Representative
Date:	January 2022
Reporting to:	Member Services Manager
People Responsibility:	None
Key Performance Indicators:	<ul style="list-style-type: none"> • Responding to member queries in line with service standards. • Onboarding our new members in line with the onboarding process. • Adhering to the regulatory checks and requirements required for relevant activities.
Personal Attributes:	<p>You get a kick from ensuring our members get a great level of service by offering your skills and expertise where they are needed most. You keep your ear to the ground for where a resource may be required and are happy to flex your daily routine to ensure we meet key service level standards.</p> <p>You deliver excellent customer service, are professional, organised, diligent, and solution-focused. You are passionate about our members' experience and you take pride in the work that you deliver and enjoy working with others.</p> <p>You enjoy dealing with members in different ways including over the phone, face to face, via email, and our mobile app. You always deliver your duties in an efficient, helpful, and enthusiastic manner. You thrive on making sure that work is delivered in an accurate and timely manner.</p> <p>You are a team player and work well with all areas of the business. Where you spot something that is not right in our processes or procedures, you positively challenge and make suggestions for how things can be improved.</p> <p>You deal with work promptly and deliver on your promises to both members and your fellow PSCU team members.</p>

<p>Key Responsibilities:</p>	<p>Customer Service</p> <ul style="list-style-type: none"> • Ensuring that all incoming member enquiries are dealt with promptly and effectively via all channels – in line with service standards. • Maintain confidentiality with all members' records and ensure they are always up to date. • Ensuring service standards for member enquiries are met and aiming to resolve enquiries and complaints at the first point of contact where possible. • Dealing with 'tasks' via internal systems including membership sign up, login requests, information updates, enquiries, and adding bank accounts whilst ensuring compliance requirements are met. • Make outbound calls to our members to inform them of our products and services and to resolve any service issues that they may have. • Assist in updating all statistical information regarding new members. • Uphold appropriate record-keeping standards and deliver work in line with PSCU policies and procedures. • Meet and greet our members when they come into the reception area. Aim to resolve their enquiries at the first point of contact. • Always maintain the reception area ensuring it is clean and presentable. • Maintain and develop own skills, knowledge, and behaviours as well as keep up to date with regulatory standards and changes. • To always demonstrate the PSCU values and competencies. • To assist with and provide support to other projects and activities as and when required. • Support the duties and responsibilities of the other team members when the need arises. • Dealing with inbound loan enquiries and where required, carrying out outbound activities. • Help us to drive member satisfaction through consistent feedback from our members. • Be willing to go above and beyond for our members displaying both empathy and compassion. • Maintain a good working knowledge of our suite of services and products.
<p>Qualifications:</p>	<p>Essential:</p> <ul style="list-style-type: none"> • C or above in English and Maths GCSE (or equivalent)

	<p>Desirable</p> <ul style="list-style-type: none"> • Customer services related qualification such as an apprenticeship.
<p>Experience:</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Experience of working within a service-orientated role. • Experience in working with Microsoft packages such as Word and Excel. • Working effectively in a team-orientated environment. • Customer Service over the telephone and good communicator. • Strong administration experience. • Attention to detail. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of working within a financial service environment.
<p>Knowledge:</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Understands the regulations required in order to be compliant in the role. • Understands how to be effective in a Customer Services environment • Understands service delivery <p>Desirable:</p> <ul style="list-style-type: none"> • Understands how to be effective in a Customer Services environment • Knowledge of the Credit Union sector