

## Member Services Officer

<b>Job Title:</b>	Member Service Officer	<b>Reporting to:</b>	Member Service Supervisor.
<b>Team:</b>	Member Service Team	<b>Location:</b>	Any location across our common bond (area of benefit) which is Liverpool City Region. However, in the first instance you will be based in our Head Office on Park Road in Liverpool 8.

### Purpose of the role:

Central Liverpool Credit Union (CLCU) is to set up a dedicated member services team to respond to member's queries, requests and support. We are looking for an experienced member (customer) service professional with a genuine desire to make a difference to people's lives and our communities, to become part of a Team with the aim of delivering outstanding member services. The purpose of the role is:-

- To work as part of a member focused team providing a quality approach to resolving contacts through our multi-channel contact centre.
- To provide a right first-time approach to a range of member enquiries.
- To listen, understand and support the elimination of member dissatisfaction, owning a positive approach to member experience at all times.

### Key accountabilities and job content:

- Provide a courteous and responsive service to telephone callers, within the targets and standards set by CLCU.
- Provide accurate and appropriate information and advice on the range of services provided by CLCU.
- Take responsibility for having a full, up to date working knowledge of credit union services, developments and all systems used, and share your knowledge with colleagues.
- Make outbound telephone calls to members and to colleagues in other departments, including carrying out member surveys.
- Participate on a rota bases, if required, to provide front of house reception services at CLCU.
- Respond positively to member service issues via social media and web chat, in both public and private conversations, whilst protecting the reputation of the organisation.
- To deliver a courteous and professional image of CLCU at all times.
- Actively pursue your own personal development, participate in personal appraisal and take full advantage of training offered.
- Contribute constructively to the improvement and development of the service.
- Maintain an awareness and observation of all developments and good practice requirements throughout CLCU.

- Actively follow all CLCU policies including equal opportunities policies.
- Take personal responsibility for maintaining a harmonious relationship with each member you are in contact with.
- To carry out any other duties within the scope, spirit and purpose of the job as requested by management (as duties and responsibilities change, the job description will be reviewed)

**Qualifications:**

<b>Knowledge, skills and experience:</b>	Essential	Desirable
1. The ability to deal accurately, effectively, efficiently and courteously with a wide range of telephone and digital enquiries from our members, including calls which may be complex or distressing in nature.	<input checked="" type="checkbox"/>	
2. Excellent member care skills.	<input checked="" type="checkbox"/>	
3. Passionate about putting the member (Customer) first with a positive, friendly attitude.	<input checked="" type="checkbox"/>	
4. Excellent listening skills and the ability to interact with members' from different ethnic and cultural backgrounds as well as more vulnerable members.	<input checked="" type="checkbox"/>	
5. The ability to type quickly and accurately, and to enter clear and accurate written information onto an on-line system.		<input checked="" type="checkbox"/>
6. The ability to follow procedures in verbal, written and on-line form.	<input checked="" type="checkbox"/>	
7. The ability to take-in new information and apply it to the duties of the post.	<input checked="" type="checkbox"/>	
8. Ability to multi-tasks and be resilient in a high pressured and fast paced environment.		<input checked="" type="checkbox"/>
9. Ability to appraise situations quickly and react accordingly, considering fluctuation workloads and deadlines.	<input checked="" type="checkbox"/>	
10. Excellent team working skills.	<input checked="" type="checkbox"/>	
11. Knowledge of social media and chat bots and how these can be used to communicate with members.		<input checked="" type="checkbox"/>
12. The ability to carry out simple arithmetical calculations, and to explain them to other people.	<input checked="" type="checkbox"/>	
13. The ability to communicate clearly, accurately and in plain language, both verbally and in writing.	<input checked="" type="checkbox"/>	
14. Good organisational skills with a detailed and structured approach to work.		<input checked="" type="checkbox"/>
15. Basic keyboard and computer skills.	<input checked="" type="checkbox"/>	

Personal Qualities:	Essential	Desirable
1. A willingness to work flexibly and collaboratively with colleagues across the organisation.	<input checked="" type="checkbox"/>	
2. A courteous and respectful attitude in all dealing with the public, clients and colleagues.	<input checked="" type="checkbox"/>	
3. Self-motivation to complete tasks within the required targets and standards.	<input checked="" type="checkbox"/>	
4. Flexibility to adapt to changing workload demands and new organisational challenges	<input checked="" type="checkbox"/>	
5. A willingness to comply with CLCU's performance and service standards	<input checked="" type="checkbox"/>	
6. Personal commitment to the corporate values and objectives of CLCU and culture of continuous service improvement.		<input checked="" type="checkbox"/>
7. A commitment to own personal development and a willingness to take full advantage of training provided.	<input checked="" type="checkbox"/>	
8. Work effectively as part of a team by covering for, helping and sharing knowledge with colleagues and by participating in team-based activities.	<input checked="" type="checkbox"/>	
9. To work positively and inclusively with colleagues and members so that CLCU provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities	<input checked="" type="checkbox"/>	
10. Significant experience of working in a challenging member-facing environment.		<input checked="" type="checkbox"/>
11. Experience of working with and supporting volunteers		<input checked="" type="checkbox"/>
12. Good understanding of best practice and regulatory requirements in safeguarding the wellbeing of people		<input checked="" type="checkbox"/>
13. Good organisational skills and proven ability to work off own initiative.	<input checked="" type="checkbox"/>	
14. Excellent communication skills, both verbal and written	<input checked="" type="checkbox"/>	
15. Experience of charity sector, not for profit, or member focused organisation		<input checked="" type="checkbox"/>
16. An understanding of and a personal commitment to the Vision and Aims of CLCU		<input checked="" type="checkbox"/>
17. Commitment to and understanding of equal opportunities, diversity and inclusion	<input checked="" type="checkbox"/>	
18. Ability to coach, mentor and develop others		<input checked="" type="checkbox"/>
19. Full UK driving license and access to a vehicle and able to travel across the region as required.		<input checked="" type="checkbox"/>