

**HEY CREDIT UNION
PERSON SPECIFICATION**

Post name: Member Services Assistant

<i>Attribute</i>	<i>Essential</i>	<i>Desirable</i>
Qualifications	Good standard of general education	
Experience	Previous experience in a busy office environment, especially customer-facing in financial services sector	Experience in banking / credit related/ loan processing/ cash handling Experience / knowledge of credit unions
Key competencies	Proven customer care skills Work to defined policies and procedures Communication and interpersonal skills Ability to operate technology and telephony, computer databases, spreadsheets, word processing Numeracy Time management	Cash handling and balancing Point of sale display and in branch presentation Familiar with Microsoft Office packages
Personal qualities	Responsible / reliable / trustworthy Respect confidentiality Ability to focus on finding solutions and results Good team worker, committed to the success of the team and organisation Accuracy, eye for detail Adaptable to change Strong desire/ability to learn	Committed to the ethics and values of the credit union movement (or similar) Committed to promoting financial and social inclusion and supporting vulnerable consumers