

People First Credit Union

Member Service Officer/Teller - 12 Month Fixed Term

About Us

People First Credit Union is a member focused community credit union committed to providing excellent financial and customer service to our members. We are seeking an enthusiastic and team orientated individual to join our member services team to assist with the smooth and effective running of our credit union.

Summary of the Role

The successful candidate will be responsible for carrying out a range of operational and administrative duties that will contribute to the effective running of the day-to-day operations of the credit union. The Member Service Officer is on the front line of service provision for People First Credit Union and is the professional and friendly face that greets members and embodies our culture and ethos. Excellent Customer Service skills and diligence are necessary in this role.

Location and Workplace

PFCU has 4 branches, Portlaoise, Athy, Stradbally and Abbeyleix. This position is primarily for the Portlaoise branch working 36.50 hours per week, Tuesday – Saturday. Working in other branches to provide cover will be required at times.

Key Responsibilities

- Assisting members with their account management, processing of loan drawdown, onboarding new members, assisting members with credit control queries and any other queries they may have.
- Providing a quality, courteous, pleasant, and professional service to members to enable them to make lodgements, withdrawals, loan drawdown, and repayments. This can be via the phone, face to face interaction at the counter, through our website / email, or by providing back-office support.
- Processing direct debits, standing orders, EFT's and amend mandates.
- Accurately and diligently managing cash, reconciling balances and accounting for any inconsistencies.
- Ensuring compliance with existing systems & controls, and policies & procedures.
- Completing other back office administrative and operational duties as required by the Line Manager/CEO
- Undertaking relevant training as deemed necessary.

The above is not an exhaustive list of duties as the role may change to meet the overall objectives of the Credit Union.

Skills and Qualifications

- QFA/APA/CUA preferable, or willing to work towards qualifications to meet the minimum competency requirements set out in the Central Bank Guidelines.
- Strong Communication skills and the ability to demonstrate 'member service' credentials, and an ability and desire to enhance member service at every opportunity.
- Some experience with the Progress banking system is desirable but not essential.

- Experience working in a frontline customer facing role, preferably in a credit union or similar financial institution.
- Ability to work under own initiative with minimal direction.
- Ability to work to deadlines and targets, can prioritise tasks under pressure.
- Strong team- work essential.
- Particularly good Microsoft Office skills.
- Full driving licence essential.
- An appreciation of the credit union ethos.

Salary and Benefits

We offer a competitive salary and benefits package based on qualifications and experience, along with a supportive work environment and opportunities for further development and training. Assistance will be provided to obtain qualification to meet minimum competency code (APA Loans).

If joining our team in PFCU is for you, we would like to hear from you.

Please email your CV along with a letter of introduction to the Operations Manager:
trish.picard@peoplefirstcu.ie

Application Deadline: Tuesday, 10th February 2026 at 12:00 pm

People First Credit Union is an Equal Opportunities Employer