**JOB DESCRIPTION**

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| **JOB TITLE: Customer Advisor / Administrator** **(Temporary 6 months – extendable subject to funding)** |
| Responsible To: Solway Credit Union Board of Directors |
| Location: Solway Credit Union, The Hub, 24-26 Friars Vennel,Dumfries |
| Department: Credit Union |
| Hours: 16 hours (by arrangement) plus holiday/sickness cover  |

**Job Purpose:**

To provide a high quality and compassionate customer service to all visiting and contacting the credit union.

To provide an efficient and accurate administration service to the credit union and its members (including the Board of Directors).

**Job Activities:**

To provide a customer focused and confidential service at all times to the membership, including (but not limited to):

Dealing with enquiries by telephone, mail, email, or face to face.

Explaining the features and benefits of credit union membership to all enquirers.

Supporting and advising members in completion of credit union application forms and collating relevant documents.

Providing relevant financial information

Accurately recording members’ details and financial transactions (including cash handling).

Reconciliation and balancing of credit union bank accounts and members` saving accounts.

Processing documentation for new loans.

Monitoring existing loans for missed and late payments, and taking appropriate action

Keeping up to date and complying with all current regulatory and compliance legislation

Completing financial and statistical returns to regulatory bodies as required

Providing management information and statistics to the Board of Directors

Carrying out any other duties which may be identified by your manager or any other senior officer.