



POLICE CO-OPERATIVE CREDIT UNION (ST. CHRISTOPHER & NEVIS) LTD.

VACANCY: MEMBER SERVICES SUPPORT OFFICER

The **Police Co-operative Credit Union (St. Christopher & Nevis) Ltd** is currently seeking applications from suitably qualified persons for the position of **Member Services Support Officer**.

Summary Description

The Member Services Support Officer will be responsible for providing the optimal member experience through exceptional member service. Identifying and providing solutions for members' financial needs. The Member Services Support Officer will provide relevant, timely and accurate information to members and prospective members to meet their financial goals. The Member Services Support Officer provides support to the Member Services Supervisor, overseeing the Member Services Department.

Major Responsibilities

1. Process membership applications, introducing members to the credit union services and policies.
2. Cross-sell credit union services, explaining such matters as the various types of accounts, interest rates, loan products and promotions or other membership engagement activity leading to an increase in share of wallet.
3. Promote and assist members with all alternate delivery channels, including Online Banking, Mobile Banking and Online applications.
4. Assist in providing oversight of the Member Services Representatives. Including cash handling procedures, ensuring accuracy and investigating and resolving issues promptly.
5. Open savings and term deposit accounts in line with policies and regulations.
6. Ensure member payroll deductions are set up accurately.
7. Ensure member distributions are set up accurately.
8. Provide member service excellence by resolving complex member inquiries, complaints or issues promptly and professionally.
9. Collaborate with other departments and or channel unresolved member concerns or operational issues to a higher authority. Undertake the necessary follow-through with members, and/or staff/department involved until satisfactorily addressed.
10. Assist with coordinating and executing the administrative functions of the MSD.

11. Accountable for achieving departmental goals based on the business plan.
12. Assist with the training of Member Service Representatives.
13. Act as relief Member Service Representative when necessary.
14. Support marketing and engagement campaign activities as required.
15. Maintain member confidence, uphold security measures and protect the credit union's operations by keeping information confidential.
16. Ensure compliance with all internal controls and established regulations, policies, and procedures.

Qualifications and Skills:

The primary must-have:

- A minimum of 5 CXC subjects, including Mathematics, English, and Accounting and/or a CAPE Diploma
- A minimum of three (3) years of progressively responsible experience in high high-demand, multi-tasked role.
- Demonstrated experience in customer service excellence.
- Strong written and oral communication skills.
- Competent use of Microsoft suite tools and relevant financial software.
- Must have strong organizational and time management skills.
- Ability to work independently as well as in a team environment.

If you have knowledge and understanding of credit unions and can effectively communicate both verbally and in writing, this opportunity may be for you. We also encourage you to apply if you excel at organizing and prioritizing your workload while demonstrating strong attention to detail and accuracy in handling cash transactions and maintaining records.

Remuneration

Salary will be commensurate with qualifications and experience.

Interested and qualified persons should send their cover letter and resume to:

Email: thesecretary@pccukn.com.

Subject heading: "Member Services Support Officer"

The deadline for receiving all applications is Friday, 26th September 2025.

Only short-listed candidates will be contacted.