



Member Service Centre Officer – Full Time 35 hours per week minimum

Established in 1971 and based in South West Sydney, The Mac is a member-owned financial organization that is committed to providing members with a different kind of banking: the special kind where members really do matter. More than 50 years on, we are the local financial institution in and for the community in the Macarthur and Wollondilly regions. The Mac is currently looking for a dedicated Member Service Centre Officer to join our team.

The responsibilities associated with this role include but are not limited to the following:

Service delivery

- Answer incoming calls providing timely, accurate and friendly Member Service
- Providing support & advice to Members on The Mac's products & services
- Maintaining a thorough knowledge of products, services, policies and procedures
- Maintaining up-to-date knowledge of all lending products
- Identify opportunities to offer additional products or services that meet our Members' needs
- Resolve Member concerns in a timely manner

Projects

- Participate in both functional and business-wide projects as required

Relationship Management

- Maintain effective relationships with members, staff and management

Administration and Documentation

- Maintain detailed and accurate records of Member interactions
- Maintain, prepare reports, and recommendations as required
- Comply with all The Mac's policies and procedures
- High attention to detail with the ability to multitask

The skills, experience and attributes we are looking for in the successful candidate are:

Essential

- Minimum 12 months experience in a call centre environment
- High level verbal and written communication skills
- High attention to detail
- Ability to work well as part of a team
- Ability to work with a rotating roster (between hours of 8am to 5:30pm)

Desirable

- Ultracs Core Banking platform experience

If you feel you are suitable for this role, please send your cover letter and resume to mail@themacccu.com.au by close of business Friday 25th October 2024.