

CAREER OPPORTUNITY

The St. Kitts Co-operative Credit Union Ltd is seeking applications from suitably qualified persons to fill two (2) positions of **Member Experience Associate**.

General Definition

The St. Kitts Co-operative Credit Union (SKCCU) Ltd is a financial co-operative that assist its members in attaining their financial goals. It provides quality financial services and products to help its members save, borrow, and invest to achieve their financial goals. The SKCCU is proud to treat its customers like family.

The **Member Experience Associate** is responsible for processing withdrawals, deposits, and loan payments in a professional and efficient manner. The post holder is also responsible for ensuring that our unique brand of customer service is always displayed to members.

Responsibilities of the successful candidate will include, but are not limited to the following:

- Accurately process withdrawals, deposits, and loan payments.
- Flag dormant accounts and identify accounts with negative balances.
- Process credit card payments.
- Ensure that credit card payments and payment fees are processed and forwarded to other financial institutions in a timely manner.
- Assist members with opening and closing accounts
- Counsel members in products and services.
- Respond to member inquiries in a professional and timely manner.
- Understand and comply with the laws and regulations, SKCCU policies and procedures.
- Full compliance with AML regulations (KYC and CDD).
- Maintain records through filing, retrieval, retention, storage, compilation and updating.
- File vouchers and organize member information monthly.
- Any other duties assigned by the Chief Operating Officer.

Requirements

The Post Holder must have:

- A minimum of 5 CXC subjects including Mathematics and English, or equivalent.
- A general understanding of Cruise Net Accounting System or any other financial and/or credit union data processing software.
- Prior experience in customer service.
- Knowledge of Microsoft Office Suite.

Remuneration

Commensurate with one's qualifications.

Application Deadline

Interested persons are asked to apply on or before **July 9th, 2021** by submitting a letter of interest and their résumé to applications@skccu.com. All letters must be addressed to:

Mrs. Janet Harris
Chief Executive Officer
St. Kitts Co-operative Credit Union Ltd
Bladen Commercial Development
Basseterre, St. Kitts

Please note, only applicants with the required qualifications and experience will be contacted for an interview.