



## **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 Officer to join our team.

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

### **Service delivery**

- Providing exceptional service to Members with day-to-day banking transactions
- Provide support and advice 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
- 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 customer service
- Strong communication and interpersonal skills
- High attention to detail with a high degree of accuracy
- Ability to work well as part of a team

**If you feel you are suitable for this role, please send your cover letter and resume to [mail@themacccu.com.au](mailto:mail@themacccu.com.au) by close of business Monday 10<sup>th</sup> February 2025.**