



POSITION DESCRIPTION

DIVISION: RETAIL FINANCIAL SERVICES
JOB TITLE: MEMBER SERVICE CONSULTANT
TITLE OF SUPERVISOR: BRANCH MANAGER – GOROKA

ABOUT THE ROLE

Reporting to the Branch Manager – Goroka, the Member Services Consultant is the first point of contact for all Membership and Loan related enquiries and is responsible for providing excellent customer service to nurture lifelong relationships with valuable Members of the Society. The incumbent's responsibilities include;

- Thorough knowledge of all Society Products, Policies and Procedures
- Open new accounts and cross sell products and services to meet the Members' financial needs.
- Process requests for changes and maintenance to members static records
- Appraise and make recommendations on Members' Withdrawal application forms.
- Process account closures and cessation of membership upon request
- Conduct loan interviews and provide financial counselling and education.
- Process and approve or decline loan applications within delegated approval limit.
- Underwrite loan applications and submit for decision by higher delegated approval authorities.
- Ensure that quality customer service is achieved and maintained.
- Implement marketing and sales programs at the branch.
- Ensure all legislative and compliance requirements are met at area of responsibility.
- Assist Branch Manager and Senior Member Services Consultant to prepare monthly reports.
- Be an advocate for continuous business improvement.
- Perform other duties as directed by the Branch Manager

Desired Qualifications, Skills and Experience:

- Grade 12 and Diploma in Banking & Finance, or related business qualifications.
- 1-3 years of experience in similar role
- Retail Banking and Finance experience or exposure is desirable.
- Knowledge of Savings & Loans Act, Regulations and relevant policies and procedures would be an advantage.
- Excellent communication and interpersonal skills.
- Advance skills in MS Excel, MS Word and MS Access
- A good Team Player.