



Member Services Officer – Part Time

We are seeking a part-time Member Services Officer for 25.15 hours per week (Monday – Friday). The role is a maternity leave position for up to 12 months with the likelihood of ongoing employment.

Geelong Bank is an award winning customer owned bank. Previously known as FCCS, we have been providing highly personalised service and trusted advice since 1974. The Geelong Bank team is passionate about making banking easy for our customers, whether they choose to deal with us face to face, over the phone or online.

The Role:

As part of the member services team you will liaise directly with our members providing assistance with their banking needs. The varied duties include but are not limited to:

- member enquiries and cashier services
- opening new accounts
- cross selling insurance and other products and services

You will use your excellent communication skills to deliver outstanding service and educate our members to improve their financial well being face to face and through outbound calls.

Selection criteria:

- Computer literacy skills
- Cash handling experience
- Strong and effective communication skills
- Identify opportunities to best meet our customers needs
- Team player
- Demonstrated ability to achieve KPI's

The workplace:

Reporting to the Member Services Manager, you will enjoy personalised training and a supportive environment to enhance your existing skills. Working in a small team, this challenging role provides you with the opportunity of contributing to the future growth of Geelong Bank.

Geelong Bank offers 17.50% annual leave loading, a uniform, fee free banking and discounts on and other bank products.

What you'll need to do:

Please submit an up to date resume and cover letter addressing the selection criteria to info@geelongbank.com.au