



JOB DESCRIPTION

Job Title: Volunteer Member Service Cashier

POST: Volunteer Cashier (minimum 3 hours per week to be agreed Monday – Friday)

SALARY RANGE: Voluntary position - expenses and training opportunities paid

LOCATION OF WORK: Right Way Credit Union, 41 High Street, Paisley, PA1 2AH

RESPONSIBLE TO: Office Manager

Job Purpose

We are currently looking to recruit some new volunteers for our Paisley office front counter and to support the day to day running of Right Way Credit Union.

We're looking for people who are **enthusiastic, self-motivated** and who want to **help others** with their finances.

With the cost of living on many people's minds at the moment, credit unions, now more than ever are here to support members through the challenging times ahead.

This is a great opportunity to join the growing credit union movement and learn a range of new skills. You will become an active participant in the Credit Union's aim to offer financial services and products to all who live and work in the West of Scotland, promoting thrift and financial inclusion for all.

Key Responsibilities

- Member Services – Provide a positive experience for our members by helping our diverse membership with general enquiries both face to face and via telephone
- Cash handling – Processing member payments and withdrawal requests
- Data Input – Experience of basic IT is required
- Administration Duties such as filing, scanning and note taking

Please note, Full training and support is given to all our volunteers.



Advantages of Volunteering

Volunteering can be a fantastic way to meet new people, you will have the opportunity to work in a varied environment and learn a whole host of new valuable skills that can be applied to everyday life.

Volunteering can create new opportunities for you, build new relationships and the work in which you do will make a real difference in your life and to those you are helping in the community.

Don't just take our word for it, here's what one of our volunteers had to say -

“From day one in the credit union I was made to feel like a valued member of the team. The staff are so friendly and supportive, and I have really enjoyed my time here. My experiences here made such a difference when I was interviewing, and I would thoroughly recommend the credit union to anyone looking to volunteer.”

Relationships

Responsible to: The Office Manager

Responsible for: Delivering excellent customer service to ensure member satisfaction

Liaise with: Right Way colleagues and members of the credit union

For more information or to apply for the position, please email info@rwcu.co.uk for an application form.