



ST. JOHN'S CREDIT UNION LTD. POST DESCRIPTION

JOB TITLE: RECEPTIONIST

ORGANIZATIONAL UNIT: MEMBER SERVICES

REPORTS TO: BRANCH MANAGER

EMPLOYMENT TYPE: FULL-TIME

ABOUT ST. JOHN'S CREDIT UNION

St. John's Credit Union Ltd. is committed to providing exceptional financial services to our members while maintaining the highest standards of integrity, transparency, and community service. We foster a collaborative work environment that values professional development and ethical practices.

SUMMARY

The Receptionist is responsible for answering calls promptly and courteously and providing frontline support. The role contributes to the overall organization, professionalism, and smooth operations of the branch.

EDUCATION AND EXPERIENCE

- Associate Degree in Business Administration or related field.
- Minimum of two (2) years' working experience in member service, administrative support, or a related field.

MAJOR DUTIES AND RESPONSIBILITIES

Reception Duties

1. Greet members and visitors in a professional and courteous manner.
2. Answer and route telephone calls promptly and accurately.
3. Provide general information to members and direct inquiries to the appropriate staff.
4. Support daily branch operations by assisting with correspondence and communication.

SKILLS AND COMPETENCIES

Leadership Skills

- Demonstrates reliability and accountability in handling sensitive records.
- Represents the Credit Union in a professional and courteous manner.

Technical Skills

- Knowledge of office administration and filing systems.
- Proficiency in Microsoft Office and standard office equipment.
- Ability to organize, maintain, and safeguard confidential records.

Communication Skills

- Clear and professional telephone etiquette.
- Strong interpersonal skills for interacting with members and staff.
- Ability to provide information accurately and courteously.

Personal Attributes

- Professional, approachable, and service-oriented.
- Honest, trustworthy, and dependable.
- Detail-oriented with strong organizational skills.
- Able to manage multiple tasks and prioritize effectively.

Deadline: Friday, October 13, 2026

Submit application letter, CV, and 2 professional references, an updated police record and a valid copy of your social security card with subject "Application for Receptionist Vacancy" to:

Email: vacancies@sjcu.com.bz