



# RHAND

## Credit Union Co-operative Society Limited

Email: [info@rhand.org.tt](mailto:info@rhand.org.tt) / Website: [www.rhand.org.tt](http://www.rhand.org.tt) / Registered No. 38 on 27<sup>th</sup>, March 1947

57 – 61 Abercromby Street  
Port of Spain  
Tel.# (868) 623-5920, (868) 624-8708/9, (868) 627-4263  
Fax # (868) 627-0887, (868) 625-3161, (868) 623-1609

5i Woodford Street  
Arima  
Tel.# (868) 664-1181 / (868) 667-3742  
Fax # (868) 667-6051

Bacolet Street  
Scarborough  
Tel.# (868) 635-0127, (868) 639-4854  
Fax # (868) 660-7452, (868) 635-0120

### VACANCY

***RHAND Credit Union is looking for customer service centric employees with a great work ethic for positions in our Head Office (POS) and Arima Branches.***

**Position: Clerk I- Credit Administration**

**Permanent Position** with a six (6) month probationary period

#### **Some of the Key Duties and Responsibilities include:**

- Assisting members by scheduling loan appointments, applications and disbursements.
- Providing basic financial counseling to members.
- Processing loan applications within deadlines
- Maintaining the member filing system including distributing files, monitoring and tracking files in circulation outside of member records vault
- Culling files in the prescribed manner
- Responding to member queries via email, telephone, face to face etc., resolving queries in a thorough and consistent manner
- Verification of all collateral assignment instruments, ensuring compliance with internal policies and procedures as well as the relevant laws and regulations.
- Liaising with external parties such as Attorneys, Registrar General and Banks on related matters.
- Assisting with preparation of correspondence to third party institutions (attorneys, Insurance Companies etc) relating to the assignment/release/renewal of collateral instruments.
- Assisting with the preparation of documents as assigned
- Providing support to other departments on matters relating to Credit Administration.
- Actively markets and cross sells the products and services offered by the Credit Union. Actively promotes new initiatives, promotions etc.
- May be required to performs other duties and responsibilities as assigned

#### **Education requirements:**

- Associate Degree (or equivalent) in Business Administration or related discipline and/or
- Advanced Level passes (CAPE / GCE) or equivalent passes in Business studies subjects
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M. MINGUELL  
President

E. WALKER  
Vice President

M. GIBBS  
Secretary

M. ROUFF  
Asst. Secretary

R. COOPER  
Treasurer



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### Experience:

- Minimum of one (1) year relevant working experience in a professional environment.
- Experience in a Credit Administration /underwriting environment would be an asset.

### Competencies:

- Excellent customer service skills.
- Good knowledge or awareness a Credit Union's products and services
- Good knowledge of customer service, office protocol and etiquette
- Knowledge and practical application of credit underwriting principles.
- Demonstrated competence in the use of Microsoft Office Software Package especially Excel and Word.
- Good interpersonal, written and communication skills.
- Time Management
- Team Player
- Must be able to foster and maintain a cooperative work environment

Applications with complete Résumé should be addressed to:

**Human Resource Manager  
RHAND Credit Union Co-operative Society Limited  
#57-61 Abercromby Street  
PORT OF SPAIN**

Email: [hr@rhand.org.tt](mailto:hr@rhand.org.tt) (Subject: Clerk I- Credit Administration)

**The closing date for receipt of applications is: Thursday 13<sup>th</sup> December, 2018**

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President

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Vice President

M. GIBBS  
Secretary

M. ROUFF  
Asst. Secretary

R. COOPER  
Treasurer