



TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

Main Office #105/107 Henry Street, Port of Spain

Tobago Unit: Port Mall Shopping Centre, 1st Floor #A3 Sangster Hill, Scarborough, Tobago

TEL: (868)623-4444 / 3441 CELL/WHATSAPP: (868)797-6387 (Tobago Only)

Email: info@twcu.co.tt, Website: www.twcu.co.tt



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Established 25th May 1950: Registered 17th June 1950 – REG. No.CU/82/50

“Progress through Self Reliance”

JOB OPPORTUNITY

Assistant Member Relations Representative (AMRR) – Contract

Location: TWCU Credit Union, Tobago Unit – Port Mall Shopping Centre, Scarborough

1.0 Mandate

The TWCU Credit Union Co-operative Society Limited invites suitably qualified internal candidates to apply for the position of **Assistant Member Relations Representative (AMRR)**, assigned exclusively to the Society’s Tobago Unit.

Position Summary

The Assistant Member Relations Representative (AMRR) is a frontline role responsible for delivering high-quality service to members. The successful candidate will support daily operations by processing transactions, responding to member inquiries, and assisting members in accessing the Credit Union’s products and services.

This role requires a high level of accuracy, professionalism, and adherence to internal policies and regulatory standards.

2.0 Duties and Responsibilities

Key Responsibilities

The incumbent will be required to:

- Process member transactions accurately, including deposits, withdrawals, payments, and transfers.
- Provide courteous, timely, and professional service to all members.
- Respond to member inquiries and service requests effectively.
- Maintain proper records and documentation of transactions.
- Escalate complex issues to the Senior Member Relations Representative or designate.
- Support audits, training initiatives, and special projects as required.
- Perform other related frontline duties as assigned.

Key Performance Expectations

- Transaction accuracy of 98–100%.
- Strong member service delivery (≥90% satisfaction at first contact).

- Full compliance with policies and regulatory requirements.
- Timely completion of assigned duties.
- Professional conduct and teamwork.
- Strong attendance and punctuality.

3.0 Qualifications and Experience

- Applicants must possess the following:
- A minimum of five (5) CSEC subjects, including English Language and Mathematics.
- A certificate or diploma in Business Administration, Accounting, Banking, or a related field will be an asset.
- At least one (1) year of experience in a customer service, cashiering, or financial services environment.
- Working knowledge of basic accounting principles and cash handling procedures.
- Proficiency in Microsoft Office applications.
- Strong communication and interpersonal skills.
- High level of accuracy, attention to detail, and integrity.
- Ability to work in a fast-paced, team-oriented environment.

Additional Information

This position is **strictly based at the Society's Tobago Unit** and is not intended for rotation to Trinidad.

The successful candidate must be willing and able to work in Tobago.

The role requires strict adherence to confidentiality and regulatory requirements.

All applications inclusive of covering letter and CV must be labelled “**Assistant Member Relations Representative**” and can be sent via email to shurlam@twcu.co.tt attention “**The General Manager**”; or hand delivered in a sealed envelope and addressed to:

**The General Manager
TWCU Credit Union Co-operative Society Limited
No. 105/107 Henry Street
Port of Spain**

All applications must be received no later than **3:00 p.m. on Thursday 21st May 2026**

Unsuitable applications will not be acknowledged