



Position:	Administration Supervisor
Status:	Full-time
Location:	Winnipeg Branch
Posting Closes:	Until Filled
Salary Grade:	6 (\$58,000 – \$69,600)

Me-Dian Credit Union is the first Indigenous full-service financial institution to be founded in Canada. Our mission is to provide Financial Services for First Nations, Métis, and Inuit Peoples. We are responsive to the needs of members, no matter where they live or how they choose to access our services. If you are interested in becoming a part of a dynamic and diverse team working in a fast-paced and rewarding career, please consider applying for this opportunity!

A day in the life as an Administration Supervisor:

The Administration Supervisor plays a key role in ensuring the efficient operation of administrative services within the credit union. This position oversees administrative staff, coordinates office operations, supports governance and compliance functions, and contributes to the development and implementation of policies and procedures. The role requires strong leadership, organizational skills, and a commitment to member service excellence aligned with the credit union's values and cooperative principles.

Duties and Responsibilities:

Lending & Deposit Administration:

- Supervise and lead the back-office administration team responsible for loan disbursement, documentation, and deposit processing.
- Oversee the accurate and timely disbursement of loans, ensuring all required documentation and approvals are in place
- Monitor and audit lending and deposit files for compliance with internal policies and regulatory requirements (e.g., AML, FINTRAC, KYM).
- Ensure all deposit transactions are processed efficiently and accurately, resolving discrepancies as needed
- Prepare monthly and quarterly board and management reports.

Delinquency Management:

- Oversee delinquency tracking and management processes for both lending and deposit accounts.
- Coordinate with collections and lending teams to ensure timely follow-up on delinquent accounts.
- Prepare regular reports on delinquency status and trends, recommending action plans to address issues.

Audit & Compliance Support:

- Coordinate administrative staff to assist in preparing audit documents for external auditors in accordance with required deadlines.
- Perform internal audits of membership, lending and commercial files.
- Oversee and support internal audits for lending, commercial and membership files, ensure adherence to operational policies, compliance, FINTRAC, AML, and KYM.
- Educate staff on compliance requirements and address deficiencies promptly to maintain operational integrity.
- Maintain up-to-date knowledge of regulatory changes affecting lending and deposit operations.

Phone: (204) 943-9111

Fax: (204) 942-3698

Email: LeadershipTeam@mediancu.mb.ca

303 Selkirk Avenue

Winnipeg, Manitoba

R2W 2L8

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Team Leadership & Development:

- Provide ongoing coaching, feedback, and performance management to administrative staff.
- Develop and deliver training on internal systems, procedures, compliance requirements, and best practices.
- Foster a culture of accuracy, efficiency, and continuous improvement within the team.
- Lead change management initiatives related to new technologies, products or processes.
- Collaborate with other departments to ensure smooth handling of member requests and operational issues.
- Identify opportunities to streamline administrative processes and improve administrative service delivery.

Performance Monitoring & Reporting:

- Track team performance and set goals for key performance indicators (KPIs) such as accuracy, efficiency indicators, loan disbursement turnaround, audit accuracy and delinquency resolution.
- Prepare and provide an audit report to the department leads including but not limited to memberships, lending, and commercial.
- Generate and review performance reports, analyzing results and identifying areas for improvement.
- Conduct performance reviews, provide constructive feedback and identify growth opportunities.

Other Responsibilities:

- Work closely with various internal partners as required (such as HR, Operations, Administrative Services, and Information Systems Technology), leveraging their expertise for successful project implementation.
- Maintain current and relevant knowledge of emerging issues, trends, and regulatory changes within the financial services sector.

What are we looking for:

- Formal Post-Secondary education in Business Administration OR 5+ years previous professional experience in administration.
- Experience with CRM systems, lending origination systems, and automatic tools.
- Strong Commitment to teamwork with the ability to work collaboratively in a team-based organization.
- Excellent verbal and written communication skills.
- Ability to work under minimal supervision, within a highly regulated environment.
- Ability to interact with members from diverse cultures and backgrounds.
- Community focused, and members first focus.
- Adaptability to new technologies and digital transformation.
- Commitment to diversity, equity, and inclusion.

Working Conditions:

- Work Life Balance – 37.5 Hours Per Week
- Office Environment
- Working Indoors

Physical Requirements:

- At times, long periods on the phone
- Extended periods of sitting in office chair
- Extended periods with computer screen
- Stairs

Direct Reports:

- Administrative Representative

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If you are interested:

Please email your resume and cover letter to LeadershipTeam@mediancu.mb.ca . We would like to thank all candidates interested, however only those selected for further considerations will be contacted for interviews.

We encourage First Nations, Métis, or Inuit to apply as Me-Dian Credit Union is dedicated to employing a diverse team to meet our member's needs!

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