Position:	**Branch Manager**
Status:	**Full-time, Permanent**
Location:	**Winnipeg Branch**
Posting Closes:	**Until Filled**
Salary Grade:	**8 ($80,000 - $96,000)**

Me-Dian Credit Union is the first Indigenous full-service financial institution to be founded in Canada. Our mission is to proudly provide guidance and services to support and financially empower Indigenous communities. We are committed to serving our communities by responding to the needs of our members with accessible, effective service and a strong focus on positive member experiences. If you are interested in becoming part of a collaborative and diverse team and building a rewarding career in a fast-paced environment, we encourage you to apply.

WHY WORK WITH ME-DIAN CREDIT UNION?

At Me-Dian Credit Union (MCU), we are proud to offer a supportive, inclusive, and community-focused workplace rooted in Indigenous values. Our team enjoys a wide range of meaningful benefits, including:

- **Competitive Rewards** – Base salary with eligibility for additional variable compensation based on individual and organizational performance.
- **Extended Benefits Program** – Includes health, dental, and vision coverage, along with counselling and mental health resources.
- **Exclusive Staff Financial Benefits** – Opportunity for 1% interest rate on loans and mortgages after 12 months of employment with MCU, along with a free Staff Account and discounted Staff Rates for MCU banking needs.
- **Employee Assistance Program (EAP)** – Confidential support services for personal or work-related challenges, available to employees and their families.
- **Pension Matching** – Invest in your future with our competitive pension matching program.
- **Fitness Reimbursement Program** – Support for maintaining an active lifestyle through eligible gym/fitness memberships and activities.
- **People-first culture** – We value an inclusive and supportive environment, offering cultural awareness sessions, events, and team-building activities.
- **Opportunities for Advancement** – Professional growth through training, mentorship, and career development pathways.

JOB PURPOSE

The Branch Manager is responsible for the day-to-day leadership and operational effectiveness of the branch. Working collaboratively with the Frontline and Retail Loans Teams, this position ensures an exceptional member experience, supports employee development, promotes branch growth, and maintains efficient branch operations. The Branch Manager serves as a key leader within the branch, fostering collaboration across departments while ensuring organizational goals, policies, and service standards are consistently achieved.

Reports To:

- Manager of Operations

Direct Reports:

- Supervisor of Lending
- Supervisor of Frontline

DUTIES & RESPONSIBILITIES

Leadership & Employee Development

- Provide day-to-day leadership, coaching, and support to branch employees, fostering a positive, collaborative, and member-focused culture.
- Support recruitment, onboarding, training, and ongoing employee development initiatives.
- Promote employee engagement, accountability, and continuous improvement through regular coaching and performance discussions.

Branch Operations & Performance

- Oversee the daily operations of the branch, ensuring efficient, accurate, and compliant service delivery.
- Monitor branch cash management activities, including cash levels, ATM balancing, cash parcel requests, and required audits.
- Utilize performance metrics and reporting tools to monitor branch performance and identify opportunities for improvement.
- Support the achievement of branch goals related to member service, operational effectiveness, employee engagement, and growth.

Member Experience & Relationship Management

- Champion exceptional member service and ensure a consistent, positive experience across all branch interactions.
- Build and maintain strong member relationships by identifying opportunities to meet financial needs and connect members with appropriate products and services.
- Serve as the primary escalation point for complex member concerns and ensure timely resolution.

Collaboration & Organizational Support

- Partner with internal departments to support branch and organizational objectives, projects, process improvements, and organizational initiatives.
- Maintain current knowledge of industry trends, emerging issues, and regulatory changes affecting the financial services sector.
- Perform other duties, projects, and assignments as required.

QUALIFICATIONS

- Demonstrated professional experience in a supervisory, leadership, or people management role within a financial institution environment.
- Post-secondary education in Business Administration, or a related field OR 5+ years of relevant financial institution experience preferred; a combination may be considered.
- Demonstrated ability to lead, coach, and develop employees while fostering a positive and collaborative workplace culture.
- Strong understanding of branch operations, member service principles, and regulatory compliance requirements.
- Excellent interpersonal, communication, and relationship-building skills.
- Strong organizational and time-management skills, with the ability to manage multiple priorities effectively.
- Proven problem-solving and decision-making skills with the ability to exercise sound judgment.
- Proficiency with Microsoft Office and other relevant business systems.
- Ability to work collaboratively with cross-functional teams and build effective working relationships.
- Ability to work both collaboratively and in a team-based organization.
- Strong commitment to teamwork, professionalism, and supporting a respectful and inclusive workplace culture.
- Experience working respectfully with Indigenous communities and diverse populations is considered an asset.

WORKING CONDITIONS

- Work Life Balance – 37.5 Hours Per Week
- Must be able to report to work in-person at listed work location
- Office Environment, 2nd Floor
- Working Indoors

PHYSICAL REQUIREMENTS

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

READY TO APPLY?

If you are interested in this position, please email your résumé and cover letter to **apply@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, and Inuit candidates to apply, and welcome applicants from all backgrounds, as Me-Dian Credit Union is committed to building a diverse and inclusive team to serve our members.