



Position:	Call Center Supervisor
Status:	Full-time
Location:	Winnipeg Branch
Posting Closes:	Until Filled
Salary Grade:	4 (\$48,000 - \$57,600)

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 a Call Center Supervisor:

The Call Center Supervisor (CCS) manages the Call Center, and Call Center Representatives. Including digital communications platforms such as electronic communication (SMS, Email, Fax platforms) and is responsible for expanding services within this area. This role ensures high levels of service quality, compliance, efficiency, and member satisfaction through effective team leadership, training and process improvements.

Duties and Responsibilities:

Call Center Team Leadership:

- Supervise and lead the Call Center Representatives, ensuring exceptional service is delivered to members via phone, email, and other communication channels.
- Monitor call volumes, response times, and quality metrics to ensure service levels meet or exceed expectations, adjust staffing levels and workflows as needed.
- Promote a member-first culture empowering staff to resolve issues and exceed expectations.
- Foster a diverse and inclusive environment, ensuring respectful service to all members.
- Handle escalated member issues, concerns, and complex inquiries, ensuring resolutions align with credit union policies.

Training & Development:

- Develop and deliver training on products, services, policies, customer service techniques, compliance, and technologies.
- Mentor staff, providing guidance on difficult situations and supporting skill development.
- Ensure staff are cross trained between the call center and member service functions where applicable to increase flexibility and service delivery.
- Keep the team up to date on new products, technology, and industry regulations through ongoing training, workshops, and team meetings.

Performance Monitoring & Reporting:

- Track team performance and set goals for key performance indicators (KPIs) such as call resolution times, member satisfaction, and transaction accuracy.
- Generate and review performance reports regularly, analyzing team results and identifying areas for improvement.
- Provide recommendations and implement action plans to address performance gaps.
- Conduct regular coaching sessions and performance reviews, providing constructive feedback and growth opportunities.

Phone: (204) 943-9111
Fax: (204) 942-3698
Email: LeadershipTeam@mediancu.mb.ca

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Winnipeg, Manitoba
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Process Improvement & Operational Support:

- Analyze call center performance data, implement solutions to optimize service quality and efficiency.
- Identify inefficiencies within the call center to implement solutions to streamline processes, reduce waiting times, and enhance service delivery.
- Collaborate with other departments to ensure that member inquiries and service requests are handled smoothly across all areas of the credit union.
- Lead change management initiatives, ensuring both Call Center teams adapt to new technologies, products, or processes that enhance the member experience.

Compliance & Risk Management:

- Ensure all transactions and member interactions are compliant with credit union policies, procedures, and industry regulations, such as KYM, FINTRAC, and AML.
- Monitor and audit transactions for compliance with regulatory standards, address deficiencies immediately.
- Educate staff on compliance with requirements and operational integrity.

Staffing & Scheduling:

- Ensure optimal staffing considering peak hours, member needs, and team availability.
- Manage vacation, sick time, and shift adjustments.
- Support remote or hybrid work arrangements where applicable.

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 with a focus on Financial Services OR 5+ years previous professional experience in a Call Center environment.
- Experience with CRM systems, analytics, and automation 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
- Hybrid/Remote working 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

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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