Position:	**Call Centre Representative**
Status:	**Full-time, Permanent**
Location:	**Winnipeg Branch**
Posting Closes:	**Until Filled**
Salary:	**3 ($44,000 - $55,000)**

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 Call Centre Representative serves as a primary point of contact for members, delivering excellent member service through professional, personalized inbound and outbound telephone interactions. This role ensures members have accessible, reliable banking services, assists with inquiries and account needs, resolves issues efficiently, and promotes relevant credit union products. By providing consistent, high-quality support, the Call Centre Representative helps build strong member relationships and contributes to a positive member experience across Me-Dian Credit Union.

Reports To:
- Call Centre Supervisor

DUTIES & RESPONSIBILITIES

Member Support & Service
- Deliver friendly, professional, and efficient service to members through telephone and electronic channels (including SMS, email, and fax).
- Respond to inquiries and provide support for a wide range of everyday banking needs.
- Assist members with digital services, including online banking and mobile applications.
- Build and maintain strong member relationships by providing personalized, high-quality service.

Products, Services & Transactions
- Promote and recommend appropriate credit union products and services based on member needs.
- Provide information and support for products including chequing and savings accounts, GICs, estate accounts, loans, and credit/debit cards.
- Accurately and efficiently process transactions and resolve complex account issues.
- Identify opportunities for referrals that support member financial well-being and organizational growth.

Problem Resolution & Compliance
- Address member concerns and complaints promptly, ensuring timely follow-up and resolution.
- Handle challenging situations professionally, turning issues into positive member experiences.
- Maintain strict confidentiality and ensure compliance with all policies, procedures, and regulatory requirements.
- Monitor accounts for potential fraud and follow established risk management protocols.

Team Collaboration & Continuous Improvement
- Collaborate with internal departments to deliver seamless and efficient member service.
- Participate in team meetings and contribute to ongoing service and process improvements.
- Support business development initiatives through strong product knowledge and service excellence.
- Adapt to new responsibilities, projects, and technologies as the organization grows**.**

QUALIFICATIONS

- Grade 12 diploma with 2 years of relevant work experience (customer service or call center experience preferred).
- Technological proficiency, including MS Office Suite and other workplace software.
- Excellent verbal and written communication skills for liaising with members, employees, and cross-functional teams.
- Strong organizational and time management skills, with the ability to work under minimal supervision in a highly regulated environment.
- Strong commitment to teamwork in a team-based organization.
- Ability to collaborate effectively and establish cooperative working relationships with individuals from diverse cultures and backgrounds.
- Maintain the confidentiality of sensitive and private information.
- Lived or professional experience working with Indigenous communities is 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

PHYSICAL REQUIREMENTS

- Extended 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.

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

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