



Position:	Financial Service Rep. I (Trainee)
Status:	Full-time, Permanent
Location:	Winnipeg Branch
Posting Closes:	Until Filled
Salary Grade:	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 Financial Services Representative I (Trainee) is an entry-level developmental position designed to build the foundational knowledge and skills required for a career in retail financial services. The role provides service and support to members while developing experience in credit union products, services, sales and service practices, operational procedures, and regulatory requirements. Through training, coaching, and on-the-job experience, the Trainee progressively develops the competencies required for consideration for advancement to a Financial Services Representative I role.

Reports To:

- Assistant Lending Manager

DUTIES & RESPONSIBILITIES*Member Service & Operations*

- Respond to routine member inquiries regarding accounts, products, services, transactions, and loan activity.
- Assist members with day-to-day banking needs while developing the ability to identify financial needs and relationship-building opportunities.
- Assist members by providing information regarding credit union products and services and refer more complex matters as appropriate.

Professional Development

- Develop knowledge and financial literacy of lending products, credit adjudication practices, and member financial needs through practical experience and guidance from experienced team members.
- Work closely with Financial Services Representatives, Lending Administrators, and leadership to develop proficiency in member service, lending, and product knowledge.
- Learn and apply member service standards to support positive member experiences.
- Participate in coaching, training, and developmental opportunities to build the competencies required for career progression.

Administrative Lending Support

- Support the lending process by gathering information, preparing documentation, and assisting with the review and processing of credit applications.
- Update and maintain accurate member information within the banking system.
- Document member interactions and follow-up activities in accordance with established procedures.
- Maintain compliance with applicable policies, procedures, and regulatory requirements.
- Assist with delinquency management activities and other administrative processes.
- Perform additional duties, projects, or assignments as required.

CAREER PROGRESSION

The FSR Trainee is a developmental role intended to prepare employees for progression to the Financial Services Representative I position, through the successful demonstration of required competencies, performance standards, and business needs.

QUALIFICATIONS

- Previous experience in customer service and/or a financial institution is required. Post-secondary education in Business Administration, Finance, or a related field is an asset. A combination of education and experience may be considered.
- Strong commitment to teamwork with the ability to work collaboratively in a team-based organization.
- Excellent verbal and written communication skills.
- Strong willingness and ability to learn, adapt, and take initiative.
- Ability to interact respectfully with members from diverse cultures and backgrounds.
- Community focused, whether our own community or other communities.
- 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
- 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.

“Remembering the Past – Creating Our Future”

Phone: (204) 943-9111

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