



Position: Financial Service Representative I
Status: Full-time Permanent
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!

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.
- **Comprehensive, Above-Standard Benefits Program** – Includes no deductibles for 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 Service Representative I (FSR I) is responsible for delivering exceptional service by guiding and supporting members to achieve their financial goals. Working closely with various internal departments, the FSR provides members with financial literacy, offers and promotes suitable credit union products and services, and fosters positive relationships to ensure smooth and efficient member service.

Direct Report:

- Assistant Lending Manager

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

303 Selkirk Avenue
Winnipeg, Manitoba
R2W 2L8

Duties and Responsibilities:

- Interview members and potential members to assess financial needs.
- Analyze and approve all credit products within specified limits; refer loan applications outside those limits to management for approval.
- Provide members with loans and financial guidance, including financial literacy, and suggest and promote appropriate credit union products and services.
- Prepare documentation for all products and services provided to members.
- Respond to member inquiries regarding MCU credit products, account and loan activities, service charges, etc.
- Update the banking system with member information.
- Document notes regarding important conversations or payment arrangements for delinquencies, adding restrictions when needed.
- Assist the Lending Administrators in the delinquency process.
- Perform additional tasks or projects as required.

Qualifications:

- Minimum 2 years of previous professional experience in a financial institution (preferred) or formal post-secondary education in Business Administration with a focus on Financial Services. 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.
- Ability to work under minimal supervision, within a highly regulated environment.
- 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

Physical Requirements:

- Extended periods of sitting in office chair
- Extended periods with computer screen

If you are interested:

Please email your résumé and cover letter to HumanResources@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.

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