



Position:	Financial Service Representative II
Status:	Full-time, Permanent
Location:	Winnipeg Branch
Posting Closes:	N/A
Salary Grade:	5 (\$52,000 - \$62,400)

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 Service Representative II (FSR II) is responsible for providing guidance to members on a range of loan products, including personal loans, auto loans, lines of credit, and mortgages, while supporting the end-to-end processing of applications through review, documentation, and submission. This role is responsible for helping members identify appropriate financial solutions and ensuring a positive member experience through clear communication, effective service, and adherence to internal policies and regulatory requirements to support members in achieving their financial goals.

Direct Report:

- Assistant Manager of Lending

DUTIES & RESPONSIBILITIES*Financial Literacy, Member Advice & Relationship Management*

- 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.
- Assist members in completing retail and mortgage loan applications.
- Provide members with loans and financial guidance, including financial literacy, and suggest and promote appropriate credit union products and services.
- Guide members through the mortgage application process, including documentation requirements (income, property details, credit history) and product options.
- Assist members in selecting appropriate mortgage products (e.g., fixed-rate, variable rate).
- Work with underwriters and loan officers to support timely processing, approvals, and resolution of issues.
- 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.
- Identify opportunities to offer additional products and services based on member needs (e.g., HELOCs, insurance, savings accounts).
- 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

- Post-secondary education in Business Administration, Financial Services or a related field OR 5 years of relevant financial institution experience preferred; a combination may be considered.
- Strong attention to detail with the ability to maintain confidentiality and handle sensitive information appropriately.
- Well-developed organizational and time management skills with the ability to manage multiple priorities effectively.
- Strong interpersonal and communication skills with the ability to support employees and collaborate with internal teams.
- Proficiency in Microsoft Office and other relevant business systems.
- Problem-solving skills with the ability to respond to routine inquiries and escalate appropriately when required.
- Ability to work both independently and in a team-based environment.
- Commitment to teamwork, professionalism, and supporting a respectful and inclusive workplace culture.
- Experience working respectfully with Indigenous communities is preferred.

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 **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.

“Remembering the Past – Creating Our Future”

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