



Position:	Lending Administrator
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!

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.

A day in the life as a Lending Administrator:

The Lending Administrator supports the lending team by providing administrative coordination, loan processing support, and member service. This role assists with loan and mortgage disbursements, maintains credit files, monitors delinquent accounts, and responds to member requests while ensuring lending policies and procedures are followed. A key role of this position is to ensure that all lending documentation, reporting, and account monitoring are accurate and completed in a timely manner. The Lending Administrator works closely with internal teams to help deliver efficient and accurate service to Me-Dian Credit Union members.

Direct Report:

- Supervisor of Administrative Services

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

303 Selkirk Avenue
Winnipeg, Manitoba
R2W 2L8

Duties and Responsibilities:

Member Service & Administrative Support

- Answer incoming calls and direct inquiries to the appropriate member of the lending team.
- Monitor the shared lending email inbox and forward messages to the appropriate team member for follow-up.
- Provide short-term credit support to members, including but not limited to temporary overdrafts in accordance with credit union guidelines.
- Update the banking system with member information changes and apply appropriate account restrictions, warnings, or notes when required (e.g., deceased member notifications, credit restrictions, etc.)

Loan & Mortgage Administration

- Disburse loans and mortgages prepared by the lending team.
- Review loan files to ensure policies and procedures have been followed by Financial Service Representatives and report any discrepancies to the Manager of Lending.
- Prepare and organize credit files, ensuring all required security documentation is completed and filed for record keeping.

Collections & Credit Monitoring

- Follow up on delinquent accounts in accordance with the credit union's delinquency procedures.
- Support the Senior Lender with collection activities including repossessions, Small Claims Court filings, judgments, and garnishment processes.
- Monitor temporary overdrafts and take action to reduce balances as scheduled.

Account Monitoring & Member Requests

- Review and make decisions on returned items daily, contacting members when necessary to arrange payment solutions.
- Monitor CUMIS disability insurance deposits and apply payments to the appropriate member accounts. Contact CUMIS regarding claim updates when required.
- Review and process member requests for skip payments and payment due date changes.
- Prepare member correspondence for advisors such as credit card closure confirmations and mortgage discharge letters.
- Process interest rate adjustments for Fresh Start reviews and track required documentation for future review dates.

Records & Reporting

- Maintain organized filing of open credit files and transfer closed files to designated storage.
- Assist the Senior Lending Administrator with monthly reporting requirements, including CMHC reporting, ICC reports, and Letters of Release (LOR) reporting.

Additional Duties

- Provide general administrative and operational support to the operations department.
- Participate in additional projects and tasks as required to support credit union operations.

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What are we looking for:

- Minimum 2 years of administrative experience or 1-year previous professional experience in a financial institution (preferred). A combination of administrative and financial institution experience may be considered.
- Post-secondary education in Business Administration or Finance is an asset.
- Strong interpersonal and communication skills, with the ability to build positive relationships with members and colleagues.
- Ability to clearly and professionally communicate information to members and staff.
- Ability to comprehend and follow written and verbal instructions and apply them accurately.
- Demonstrated active listening and problem-solving skills.
- Strong time management and organizational skills.
- Ability to work collaboratively as part of a team.
- Proficiency in Microsoft 365 applications (such as Outlook, Excel, Word, etc.)
- Working knowledge of credit union products and services.

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:

- At times, long periods on the phone
- 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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