



Position:	Member Service Representative Supervisor
Status:	Full-time
Location:	Grand Rapids Branch
Posting Closes:	Until Filled
Salary Grade:	\$43,485 - \$52,182

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!

A day in the life of a Member Service Representative Supervisor:

The Member Service Representative (MSR) Supervisor and supports the team of Member Service Representatives, ensuring exceptional service delivery, operational efficiency, and alignment with the credit union’s goals and values. This role requires strong leadership, coaching abilities, and problem-solving skills to manage escalations, support team development, and enhance departmental performance.

Duties and Responsibilities:

Team Leadership & Supervision

- Supervise daily activities of Member Service Representatives, providing guidance, support, and coaching to ensure high performance and adherence to service standards.
- Conduct one-on-one meetings to identify growth opportunities and address challenges.
- Manage employee transaction limits, handle overrides, and make decisions on escalated member issues requiring supervisory approval.
- Promote a positive work environment that fosters teamwork, accountability, and continuous improvement.

Operational Management & Reporting

- Assist Direct Manager with monitoring team performance metrics, identifying inefficiencies and improving service overall quality.
- Ensure compliance with all policies, procedures, and regulatory requirements within the department.
- Oversee the team’s workload distribution to maintain adequate coverage and service levels.

Member Service Excellence & Escalation Handling

- Support the team in resolving complex member issues and complaints, ensuring timely and effective resolution.
- Act as the primary point of contact for escalations, handling sensitive situations with a high level of emotional intelligence and professionalism.

Communication & Team Development

- Facilitate regular team meetings, sharing updates, training opportunities, and reinforcing organizational priorities.
- Encourage ongoing learning and development through coaching, mentoring, and cross-training.
- Foster open communication channels within the team to promote collaboration and knowledge sharing.

What are we looking for:

- Minimum of 3 years of relevant work experience in member services, banking, or a related field, including supervisory or leadership experience.
- A combination of education and relevant work experience may be considered. Post-secondary education in business, finance, or a related field is an asset.
- Proven ability to coach, mentor, and develop employees to achieve individual and team success.
- Strong leadership and organizational skills, with the ability to manage multiple priorities effectively.
- High emotional intelligence, with excellent interpersonal and conflict resolution skills.
- Excellent verbal and written communication skills.
- Strong problem-solving skills, with a focus on operational efficiency and member satisfaction.
- Excellent verbal and written communication skills.
- Strong Commitment to teamwork with the ability to work collaboratively in a team-based organization.
- Ability to solve problems while working quickly, efficiently, and with a high degree of accuracy.
- Lived or professional experience working with Indigenous communities is an asset.

If you are interested:

Please email your resume and cover letter to LeadershipTeam@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, or Inuit to apply as Me-Dian Credit Union is dedicated to employing a diverse team to meet our member’s needs!