



Position:	Manager of Operations
Status:	Full-time, Permanent
Location:	Winnipeg Branch
Posting Closes:	Until Filled
Salary Grade:	10 (\$90,000 - \$108,000)

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 Manager of Operations provides leadership and oversight of the day-to-day operations, ensuring efficient, compliant, member-focused service delivery. Working closely with the leadership team, the Manager of Operations leads strategic execution, strengthens operational performance, and enhances the member experience, while driving accountability, continuous improvement, and service excellence through operational managers. This role requires strong leadership experience in financial services and responsibility for operational effectiveness and alignment with Me-Dian Credit Union goals.

Reports To:

- Chief Executive Officer

Direct Reports:

- Manager of Member Services, Manager of Lending & Admin (Retail)

DUTIES & RESPONSIBILITIES*Leadership & Strategic Execution*

- Collaborate with the leadership team to develop and execute strategic goals and organizational priorities.
- Lead, coach, and develop direct reports, fostering accountability, collaboration, and continuous improvement.
- Support succession planning and leadership development across the organization.
- Champion change initiatives that enhance member experience, operational effectiveness, and employee engagement.

Operational Management

- Oversee branch and operational performance, ensuring consistent service delivery, efficiency, and alignment with organizational priorities.
- Develop and maintain policies, procedures, and standards to support compliance, quality, and risk management.
- Monitor performance using key metrics and recommend operational improvements.
- Identify opportunities to improve processes and workflows to enhance efficiency and member experience.

Member Experience & Growth

- Promote a member-centric culture focused on service excellence, relationships, and retention.
- Support member growth, business development, and marketing initiatives in collaboration with leadership.
- Ensure teams proactively strengthen member relationships and deliver value.

Retail Lending

- Oversee and support the effective administration and delivery of retail lending products, ensuring lending activities are conducted in accordance with established policies, procedures, regulatory requirements, and risk management standards.
- Monitor retail lending processes and performance, identify operational issues or gaps, and take appropriate action to ensure timely and accurate processing.
- Support and coach staff in the administration of retail loans and ensure appropriate controls, documentation, and approval requirements are followed.

Regulatory Compliance

- Ensure compliance with applicable legislation, regulations, policies, and internal procedures.
- Work with auditors, compliance, and leadership to maintain strong internal controls and risk management practices.
- Support accurate and timely reporting to leadership and the Board.

Strategic Partnerships

- Manage relationships with third-party vendors and service providers to ensure service quality, performance standards, and contractual obligations are met.
- Prepare grant proposals for local and national funding for Indigenous/Northern initiatives.
- Collaborate with internal partners, including Information Technology, to assess and support operational needs and service improvements.
- Lead operational readiness and change management for new initiatives, system enhancements, and service improvements.

Other Responsibilities

- Stay current on industry trends, regulatory changes, and best practices within the financial services sector.
- Collaborate with internal partners across HR, Finance, Compliance, Information Technology, and Administration.
- Perform other related duties as required.

QUALIFICATIONS

- Demonstrated experience in a supervisory, leadership, or people management role within a financial institution or other regulated environment.
- Post-secondary education in Business Administration or a related field, or a minimum of 5+ years of relevant financial services experience; equivalent combinations may be considered.
- Proven ability to lead, coach, and develop employees while fostering a positive, collaborative, and accountable workplace culture.
- Strong understanding of branch operations, member service principles, and regulatory compliance requirements.
- Excellent interpersonal, communication, and relationship-building skills.
- Strong organizational and time management skills with the ability to manage multiple priorities effectively.
- Proven problem-solving and decision-making skills with sound judgment.
- Proficiency with Microsoft Office and related business systems.
- Ability to build effective working relationships and collaborate across teams and departments.
- Strong commitment to professionalism, teamwork, and fostering a respectful and inclusive workplace culture.
- Experience working respectfully with Indigenous communities and diverse populations is considered 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
- Extended hours may be required based on operational requirements and during peak reporting periods
- Periods of higher workload during month-end, year-end, audit, budgeting, and reporting cycles
- Office Environment, 2nd Floor
- Working Indoors

PHYSICAL REQUIREMENTS

- 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”

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