



Position:	Member Account Supervisor
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!

A day in the life as a Member Account Supervisor:

The Member Account Supervisor (MAS) supervises retail Member Management, including but not limited to investments, estate account handling, inactive account management, while focusing on sustainable member growth practices that align with Me-Dian Credit Union's vision and values. This role leads the Member Service Representatives II team, ensuring high-quality service, compliance, and member satisfaction through consistent and continuous training, performance tracking, and process improvements to drive growth and operational excellence.

Duties and Responsibilities:

Member Account Team Leadership:

- Supervise Member Service Representatives II (MSRs II) to ensure timely, accurate, and courteous service for account openings, and member inquiries.
- Oversee membership management activities, including onboarding, account maintenance, and resolution of member inquiries or concerns.
- Promote a member-first culture, empower staff to resolve issues and exceed expectations.
- Ensure staff are knowledgeable about product offers and can confidently advise members.
- Oversee the opening and management of investment products, ensuring compliance and accuracy.
- Oversee the estate account management.
- Foster a diverse and inclusive environment, ensuring respectful service to all members.
- Handle escalated member issues, concerns, and complex inquiries, ensuring resolutions align with credit union policies.

Training & Development:

- Mentor and coach MSR II staff, providing guidance on complex situations and supporting skill development.
- Develop and deliver training on products, services, policies, member service techniques, compliance and technologies.
- Ensure staff are cross trained between the call center and member service functions where applicable to increase flexibility and service delivery.
- Conduct regular performance reviews and coaching sessions, providing constructive feedback and growth opportunities.

Performance Monitoring & Reporting:

- Track team performance and set goals for key performance indicators (KPIs) such as call resolution times, member satisfaction, transaction accuracy, and account openings.
- Generate and review performance reports regularly, analyzing team results and identifying areas for improvement. Provide recommendations and implement action plans to address performance gaps.

Phone: (204) 943-9111

Fax: (204) 942-3698

Email: LeadershipTeam@mediancu.mb.ca

303 Selkirk Avenue

Winnipeg, Manitoba

R2W 2L8

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- Conduct performance reviews for both Call Center and Member Service teams, providing constructive feedback, setting goals, and identifying growth opportunities.

Process Improvement & Operational Support:

- Analyze member management data and implement solutions to optimize service quality and efficiency.
- Collaborate with other departments to ensure that member inquiries, account opening issues, and service requests are handled smoothly.
- Lead change management initiatives, ensuring teams adapt to new technologies, products, or processes that enhance the member experience.

Compliance & Risk Management:

- Ensure new and existing membership accounts are compliant with credit union policies, procedures, and industry regulations, such as KYM, FINTRAC, and AML.
- Monitor and audit membership accounts for compliance with regulatory standards.
- Educate staff on compliance requirements and operational integrity.

Staffing & Scheduling:

- Work closely with the Call Center Supervisor to coordinate and provide secondary support from the MSR II's in the Call Center to ensure optimal staffing levels are maintained to meet member demand. This includes stepping in to assist during peak periods or staff shortages, so that members receive timely and effective service.
- Manage vacation, sick time, and shift adjustments.

Other Responsibilities:

- Work closely with various internal partners as required (such as HR, Operations, Administrative Services, and Information Systems Technology), leveraging their expertise for successful project implementation.
- Maintain current and relevant knowledge of emerging issues, trends, and regulatory changes within the financial services sector.

What are we looking for:

- Formal post-secondary education in Business Administration with a focus on Financial Services OR 5+ years previous professional experience in a financial institution.
- Experience with CRM systems, analytics, and automation tools.
- 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 with members from diverse cultures and backgrounds.
- Community focused, and members first focus.
- Adaptability to new technologies and digital transformation.
- Commitment to diversity, equity, and inclusion.

Working Conditions:

- Work Life Balance – 37.5 Hours Per Week
- Office Environment
- Working Indoors

Physical Requirements:

- At times, long periods on the phone
- Extended periods of sitting in office chair

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- Extended periods with computer screen
- Stairs

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!

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