



Position: Member Service Representative
Status: Full-time Permanent
Location: Winnipeg Branch
Posting Closes: Until Filled
Salary Grade: 1 (\$39,000 - \$46,800)

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.

Job Purpose

The Member Service Representative (MSR) is responsible for delivering exceptional service to credit union members by addressing their account-related inquiries, processing transactions, and providing assistance with a variety of products and services. This role involves fostering positive relationships with members, promoting credit union products, and ensuring smooth and efficient experience for all members.

Direct Report:

- Member Service Representative (MSR) Supervisor

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

303 Selkirk Avenue
Winnipeg, Manitoba
R2W 2L8

Duties and Responsibilities:

Member Support & Service

- Provide friendly, professional service to members, assisting with inquiries, transactions, and general banking needs.
- Process deposits, withdrawals, transfers, payments, and other routine transactions.
- Handle and balance cash accurately, following all security and identity verification protocols.
- Promote and recommend credit union products and services based on member needs.
- Support members in using digital services such as online banking, mobile apps, and ATMs.

Problem Resolution & Compliance

- Address member concerns promptly and follow up to ensure satisfaction.
- Handle complaints professionally, aiming to turn challenges into positive experiences.
- Maintain strict confidentiality and ensure compliance with policies, procedures, and regulations.
- Monitor for potential fraud and follow risk management procedures.
- Collaborate with team members and participate in meetings to improve service and operations.

Qualifications:

- Grade 12, plus one year of relevant work experience, or post-secondary education in business or a related field. A combination of education and experience will be considered.
- Ability to problem solve while working quickly, efficiently, and with a high degree of accuracy.
- Excellent verbal and written communication skills.
- Strong Commitment to teamwork with the ability to work collaboratively in a team-based organization.
- Lived or professional experience working with Indigenous communities is an asset.
- Experience with handling cash is 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
- Office Environment

Physical Requirements:

- 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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