



Position:	Member Service Representative I
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 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 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.

Reports To:

- Member Service Representative (MSR) Supervisor

DUTIES & 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 may 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, 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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