



Position:	Member Service Representative Supervisor
Status:	Full-time Permanent
Location:	Winnipeg Branch
Posting Closes:	Open Until Filled
Salary:	Salary Grade 3 \$44,000 - \$55,000

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 our Member Service Representative (MSR) Supervisor position!

Job Purpose

Member Service Representative (MSR) Supervisor leads 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

- Lead daily activities of Member Service Representatives with guidance, support, and coaching.
- Conduct one-on-one meetings to identify growth opportunities and resolve challenges.
- Manage transaction limits, handle overrides, and make decisions on escalated member issues.

Operational Management & Reporting

- Partner with the Branch Manager to monitor team performance and identify areas for improvement.
- Ensure compliance with policies, procedures, and regulatory requirements.
- Manage workload distribution to maintain service levels and coverage.

Member Service Excellence & Escalation Handling

- Support resolution of complex member issues and complaints with professionalism and empathy.
- Serve as the primary contact for escalations, managing sensitive situations with emotional intelligence.

Communication & Team Development

- Lead regular team meetings to share updates, training opportunities, and organizational priorities.
- Promote ongoing learning through coaching, mentoring, and cross-training.
- Encourage open communication and collaboration within the team.

What we are looking for

- Minimum 3 years of experience in member services, banking, or a related field, including supervisory experience.
- Post-secondary education in business, finance, or related field is an asset.
- Proven leadership skills with the ability to coach and develop employees.
- Strong organizational and multitasking abilities.
- High emotional intelligence with excellent interpersonal and conflict resolution skills.
- Effective verbal and written communication skills.
- Strong problem-solving focus on operational efficiency and member satisfaction.
- Commitment to teamwork and collaboration.
- Experience working with Indigenous communities is a valuable asset.

Physical Requirements

- Extended periods on the phone, sitting, standing at a service wicket, and computer screen time.

Why Work with Us?

At Me-Dian Credit Union, 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:

- Exceptional Benefits Program: Includes health, dental, and vision coverage, along with counselling and mental health resources.
- 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 fitness memberships and activities.
- Opportunities for Advancement: Professional growth through training, mentorship, and career development pathways.

How to Apply:

Please email your resume 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.

Me-Dian Credit Union is committed to building a diverse and inclusive team that reflects the communities we serve. We encourage First Nations, Métis, and Inuit applicants to self-identify in their application.

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

303 Selkirk Avenue
Winnipeg, Manitoba
R2W 2L8