



Position:	Member Service Supervisor
Status:	Full-time
Location:	Winnipeg Branch
Salary Grade:	5 (\$52,000 - \$62,400)
Posting Closes:	October 17, 2025
Reporting to:	Manager of Operations

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 Service Supervisor:

Job purpose

The Member Service Supervisor is responsible for leading and overseeing the day-to-day operations of both the Call Center and Member Services functions within the credit union. This includes supervising a team of Call Center Representatives and Member Service Representatives, ensuring high levels of service quality, compliance, efficiency, and member satisfaction. The supervisor will also manage training and development, performance tracking, and process improvements across both areas.

Duties and responsibilities

Call Center Operations & Team Leadership:

- Supervise and lead the Call Center Representatives, ensuring exceptional service is delivered to members via phone, email, and other communication channels.
- Monitor call volumes, response times, and quality metrics to ensure service levels meet or exceed expectations, adjusting staffing levels and workflows as needed.
- Handle escalated member issues, concerns, and complex inquiries, ensuring resolutions align with credit union policies and enhance member satisfaction.

Coaching & Mentoring:

- Provide ongoing coaching, feedback, and performance management to Call Center Representatives, focusing on improving performance, customer service, and product knowledge.

Process Improvement & Operational Support:

- Continuously analyze call center performance data, identify areas for improvement, and implement solutions to optimize service quality and efficiency.
- Identify inefficiencies in both the Call Center and Member Services departments and implement solutions to streamline processes, reduce wait times, and enhance service delivery.
- Collaborate with other departments to ensure that member inquiries, account opening issues, and service requests are handled smoothly across all areas of the credit union.
- Lead change management initiatives, ensuring both Call Center and Member Services teams adapt to new technologies, products, or processes that enhance the member experience.

Phone: (204) 943-9111

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Staffing & Scheduling:

- Ensure optimal staffing for the Call Center, taking into account peak hours, member needs, and team availability. Manage vacation, sick time, and shift adjustments.

Member Service Operations & Team Leadership:

- Oversee day-to-day operations of Member Services, ensuring smooth processes for in-branch transactions, account openings, and general member inquiries.
- Supervise Member Service Representatives II (MSRs II) to ensure they provide timely, accurate, and courteous service to members, whether it's in-branch, over the phone, or online.

Member Satisfaction:

- Ensure that member inquiries are addressed promptly and effectively, with a focus on enhancing the member experience and resolving concerns or complaints.
- Ensure that both the Call Center and Member Services teams maintain a high standard of customer service, addressing member needs with professionalism and efficiency.
- Promote a member-first culture across the department, ensuring staff are empowered to resolve issues and exceed member expectations.
- Resolve escalated issues by taking ownership of complex member concerns and ensuring swift, effective resolutions that protect the credit union's reputation and member satisfaction.

Compliance & Risk Management:

- Ensure all transactions and member interactions are compliant with credit union policies, procedures, and industry regulations, such as KYM, FINTRAC, and AML.
- Monitor and audit transactions for compliance with regulatory standards.
- Educate staff on compliance requirements and ensure that any deficiencies or errors are addressed immediately to maintain operational integrity.

Account Opening Supervision:

- Oversee the account opening process for new and existing members, ensuring accurate documentation, compliance with regulatory requirements, and member education regarding product offerings.

Training & Development:

- Develop and deliver training to new hires and current staff on products, services, policies, customer service techniques, and compliance.
- Actively mentor Call Center Representatives and Member Service Representatives, providing guidance on difficult situations and supporting skill development.
- Keep the team up-to-date on new products, technology, and industry regulations through ongoing training, workshops, and team meetings.
- Ensure staff are cross-trained between Call Center and Member Services functions where applicable to increase flexibility and service delivery.

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

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. Applicable knowledge, experience, and skills required.

Qualifications

- Formal Post-Secondary education in Business Administration with a focus on Financial Services OR 5+ years previous professional experience in a financial institution
- 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, whether our own community or other communities.

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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