



Position: Supervisor of Administrative Services
Status: Full-time
Location: Winnipeg Branch
Posting Closes: Until Filled
Salary Grade: 6 (\$58,000 - \$69,600)

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!

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.

A day in the life as a Supervisor of Administrative Services:

The Administrative Services Supervisor plays a key leadership role in overseeing administrative staff and supporting the efficient operation of administrative services within the credit union. This position provides day-to-day supervision, coordinates office operations, supports governance and compliance functions, and contributes to the development and implementation of policies and procedures. The role requires strong leadership, organizational skills, and a commitment to member service excellence aligned with the credit union's values and cooperative principles.

Direct Report:

- Manager of Lending & Administration Support

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

303 Selkirk Avenue
Winnipeg, Manitoba
R2W 2L8

Duties and Responsibilities:***Team Leadership & Development:***

- Provide ongoing coaching, feedback, and performance management to administrative staff.
- Develop and deliver training on internal systems, procedures, compliance requirements, and best practices.
- Foster a culture of accuracy, efficiency, and continuous improvement within the team.
- Lead change management initiatives related to new technologies, products or processes.
- Collaborate with other departments to ensure smooth handling of member requests and operational issues.
- Identify opportunities to streamline administrative processes and improve administrative service delivery.

Performance Monitoring & Reporting:

- Track team performance and set goals for key performance indicators (KPIs) such as accuracy, efficiency indicators, loan disbursement turnaround, audit accuracy and delinquency resolution.
- Prepare and provide an audit report to the department leads including but not limited to memberships, lending, and commercial.
- Generate and review performance reports, analyzing results and identifying areas for improvement.
- Conduct performance reviews, provide constructive feedback and identify growth opportunities.

Lending & Deposit Administration:

- Supervise and lead the back-office administration team responsible for loan disbursement, documentation, and deposit processing.
- Oversee the accurate and timely disbursement of loans, ensuring all required documentation and approvals are in place.
- Monitor and audit lending and deposit files for compliance with internal policies and regulatory requirements (e.g., AML, FINTRAC, KYM).
- Ensure all deposit transactions are processed efficiently and accurately, resolving discrepancies as needed.
- Prepare monthly and quarterly board and management reports.

Delinquency Management:

- Oversee delinquency tracking and management processes for both lending and deposit accounts.
- Coordinate with collections and lending teams to ensure timely follow-up on delinquent accounts.
- Prepare regular reports on delinquency status and trends, recommending action plans to address issues.

Audit & Compliance Support:

- Coordinate administrative staff to assist in preparing audit documents for external auditors in accordance with required deadlines.
- Perform internal audits of membership, lending and commercial files.
- Oversee and support internal audits for lending, commercial and membership files, ensure adherence to operational policies, compliance, FINTRAC, AML, and KYM.
- Educate staff on compliance requirements and address deficiencies promptly to maintain operational integrity.

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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:

- Demonstrated professional experience in a supervisory, leadership, or people management role.
- Formal Post-Secondary education in Business Administration OR 5+ years previous professional experience in administration. A combination of education and experience may be considered.
- Experience with CRM systems, lending origination systems, and automatic tools is an asset.
- 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.
- Community and member-first focused; with the ability to interact with members from diverse cultures and backgrounds.
- Adaptability to new technologies and digital transformation.
- Commitment to diversity, equity, and inclusion

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:

- At times, long periods on the phone
- 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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