



**Position:** Member Service Representative  
**Status:** Full-time Permanent  
**Location:** Winnipeg Branch  
**Posting Closes:** January 31<sup>st</sup>, 2023

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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 opportunity!

**A day in the life as a Member Service Representative:**

You would be a part of a dynamic and diverse team collaborating closely with various internal departments to provide excellent and efficient member service by:

- Building and strengthening member relationships by helping members manage their day-to-day banking. Building a broad range of face-to-face services to members including (but not limited to) processing deposits, withdrawals, loan and utility payments, primary orders, cheque cashing
- Contributing to overall business development through excellent service, product knowledge and quality referrals to build relationships with existing and new members, seeking opportunities that are the best fit for the individual needs of each member.
- Updating and managing member database records while maintaining confidentiality and adhering to our internal policies and procedures
- Additional responsibilities may include other tasks or projects as required.

**What are we looking for:**

- Grade 12, plus 1 year of relevant work experience, cash, and customer service-related experience or business degree or post-secondary education.
- Ability to problem solve while working quickly, efficiently, and with a high degree of accuracy.
- Excellent verbal and written communication skills.
- Ability to interact with members from diverse cultures and backgrounds.
- Strong Commitment to teamwork with the ability to work collaboratively in a team-based organization.

**If you are interested:**

Please email your resume and cover letter to [LeadershipTeam@mediancu.mb.ca](mailto: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!*

Phone: (204) 943-9111  
Fax: (204) 942-3698  
Email: [LeadershipTeam@mediancu.mb.ca](mailto:LeadershipTeam@mediancu.mb.ca)

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“Remembering the Past – Creating our Future”