



Department: Service

Position: Member Service Representative

Reporting to: Front Line Supervisor

The purpose of the Service Team is to consistently meet and exceed members' expectation. Me-Dian Credit Union's priority is a culture of member focus; ALWAYS go above and beyond to anticipate our members' needs, creating a pleasant experience for our members.

The Service Department's priority is retaining our members through exceptional member service, and to help grow MCU's book of business by building strong business relationships and gaining wallet share. These initiatives are achieved by demonstrating expertise on all things deposit, lending, and wealth management.

What Me-Dian has to offer:

We offer above average wages, superior health benefits, provide opportunities for professional development (included in our Balanced Scorecard) and promote a healthy work-life balance.

A day in the life as a Member Service Representative:

- Welcome members as they come in the branch and help them with their daily transactions.
- Perform branch operations requirements, accepting cash delivery,
- Educating members about new products and services to improve their financial well-being.
- Interacting with members to uncover and understand their needs in order to find solutions or connect them with other team members.
- You will promote MCU in the community through positive word-of-mouth, liking and sharing our social media posts and pages.
- You will empower and engage our people through effective sales and service coaching, honest and constructive feedback, and an open-door policy.

Other Responsibilities

- Work closely with various internal partners as required (such as HR, Operations, Administrative Services, and Information Systems Technology), leveraging their expertise for a 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.

What you bring to the table:

- Ability to “think outside the box”
- Accepts ownership of issues
- Demonstrates self-motivation in understanding the needs of our members
- Strong commitment to teamwork
- Ability to build professional relationships
- Ability to interact with members from diverse cultures and backgrounds
- Strong problem solving, decision making, and sound judgment skills
- Ability to work under minimal supervision
- Effective interpersonal skills including a positive attitude as well as the ability to maintain a respectful environment
- Excellent verbal and written communication skills
- Commitment to work collaboratively in a team-based organization
- Community focused, whether our own community or other communities.

If you are interested, please advise your manager, and submit your cover letter and resume to leadershipteam@mediancu.mb.ca. Referrals are always welcomed.

We thank all candidates for their interest; however, only those selected for further consideration will be contacted.