



**Position:** Senior Member Services Representative

**Status:** Full-time Term – Expires: TBD

**Location:** Winnipeg Branch

**Posting Closes:** March 24<sup>th</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 this opportunity!

**A day in the life as a Senior 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 with 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, and product knowledge and quality referrals. Assist frontline with recognizing referral opportunities, ensuring they meet their monthly referral targets.
- Provides important information and on the spot feedback to peers in a timely manner and assists with any member questions. Work to solve real-time escalations and complete necessarily follow up with members in a timely manner. Partner with necessary departments or peers to resolve situations.
- Demonstrate critical thinking by considering the downstream impact of your decisions before making the decisions.
- Able to hold and maintain a main vault. Ensure the branch has sufficient cash to support daily operations including ATM and cash parcel requests. Balance the TCR daily and periodically audit ATM and MSR work. Update the MSR transaction report.
- Monitor to ensure the branch is fully stocked with Primary Orders, Counter cheques, and Member Cards.
- Handle member issues and complaints in branch or over the phone
- Ensure your team is conducting exceptional member service and performing their expected duties as an MSR. Assist with balancing, finding outages, troubleshooting, and providing overrides for your team.
- Assist in answering inbound calls and making outbound calls.
- Train new member service representatives, provide regular one on one coaching.
- Additional responsibilities may include other tasks or projects as required.

**What are we looking for:**

- Grade 12, plus 2+ years of 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.
- Successfully complete Product and Service course
- Strong Commitment to teamwork with the ability to work collaboratively in a team-based organization.
- 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](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!*