

MEMBER SERVICE REPRESENTATIVE

FULL-TIME - BRANDON, MB

Life is short - work somewhere awesome!

Monday to Friday No weekends!

Compass Credit Union is currently looking for a candidate to fill the role of a Full-Time Permanent Member Service Representative (MSR) at our Brandon Branch.

THE POSITION

- Reporting to the Manager of Member Service Supervisor, the successful applicant will be responsible for handling all cash and non-cash transactions. MSR will also provide a full range of member services such as processing withdrawals, deposits, responding to member inquiries and analyzing their needs to assist members to utilize the products and services that best meet their needs.
- You will assist members in person, by phone, or digitally with a positive and professional attitude.
- Sales: you will have the ability to achieve sales goals ensuring that our members are offered products and services which meet their needs and refer members to other specialists within our organization.
- You will address member inquiries promptly and effectively, escalating issues when appropriate to ensure timely resolution
- You will maintain accurate and confidential member records.
- You may assist members in navigating online services and digital tools.
- You will support daily operational tasks, including filing, data entry, documentation and other duties as assigned
- You will collaborate with team members to ensure and improve the member experience.
- And you will participate in ongoing training to stay current on products, procedures, and compliance standards. You will also have the opportunity to partake in training to advance your position in the Credit Union.

EXPERIENCE/EDUCATION:

The successful applicant will possess a Grade 12 diploma with a minimum 1 year customer service and/or cash handling experience. Strong verbal and written communication skills are required as well as experience with Windows and Microsoft Office. Previous credit union experience and CGI RFS 360 Banking Software would be considered an asset. Applicants with a combination of other equivalent education and work experience may be considered.

Salary will be based on qualifications and experience.

MEMBER SERVICE REPRESENTATIVE

THE CREDIT UNION

Compass Credit Union, formerly Erickson and Crocus Credit Unions, have two branches in Brandon, one in Erickson as well as a majority interest in an insurance agency. We have a membership base of about 6,500 members.

Please send **resume** and **covering letter** by **June 10, 2026**, in confidence, to:

MELANIE KRAUSS-WAKELY

Manager of Member Service and Administration
Compass Credit Union Limited
1016 Rosser Avenue
Brandon, MB R7A 0L6
E-mail: Melanie.krauss-wakely@compasscu.ca

