

MEMBER SERVICE REPRESENTATIVE SUPERVISOR

FULL-TIME - 742 18TH STREET, BRANDON, MB

Hours: 9:00am to 6:00pm - Monday to Friday

Life is short - work somewhere awesome!

Monday to Friday No weekends!

Compass Credit Union is currently looking for an enthusiastic, outgoing, and motivated leader to fill the role of Member Service Representative Supervisor at our 18th Street branch in Brandon.

THE POSITION:

- Reporting to the Manager of Member Service and Administration, the successful candidate will lead the Member Service Department at the branch, empowering and guiding our frontline team to maximize every referral and sales opportunity and to offer outstanding and professional service to both members and non-members alike.
- As a supervisor in the fast-paced world of sales and service, one of the most critical responsibilities is leading a team effectively. Balancing targets with fostering a positive, productive environment requires a clear understanding of leadership, a commitment to service excellence, and a focus on cultivating a culture of advice and mentorship.
- Responsibilities include, but are not limited to, overseeing daily deposit activities, managing cash and non-cash transactions, handling member ATM, online, and card requests, responding to member inquiries, and analyzing their needs to recommend the most suitable products and services.
- Duties also include, but are not limited to, opening member accounts: Personal, Business, Organizational, Corporate and Estate accounts, and completing registered account transactions and processing.

THE PERSON:

As part of the team the successful candidate will work well under pressure, demonstrate attention to detail and excel in delivering exceptional member service. They will possess strong communication, organizational, problem solving and decision-making skills.

EXPERIENCE/EDUCATION:

The successful applicant will possess a Grade 12 diploma with a minimum 2-3 years in member service and/or cash handling experience. 1-3 Years of related experience with direct supervisory and or previous Credit Union experience would be considered an asset. Applicants with a combination of other equivalent education and work experience may be considered.

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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.

Salary will be based on qualifications and experience.
Full job description available by contacting Melanie Krauss-Wakely.

Please send **resume** and **covering letter** by **August 7, 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**

