

**WINNIPEG POLICE CREDIT UNION**  
**Member Service Representative - Full Time**

The Winnipeg Police Credit Union is focused on providing superior service and customized financial service solutions to all of its 4100 members. The credit union currently serves its members throughout Winnipeg and surrounding communities in two locations and holds \$214 million in assets under administration. Our dedicated employees are proud to promote and support the Winnipeg Police Service, its affiliates, and the many community building initiatives it supports.

**PURPOSE OF POSITION:**

Under the general supervision of the Manager, Member Service, the Member Service Representative (MSR) is the primary provider of deposit & withdrawal transactional services and advice to members. The MSR provides a variety of cash and non-cash related transactions, including (but not limited to) loan and bill payments, cheque cashing, safety deposit box rental and access and ATM cards. The MSR provides prompt, accurate and friendly service taking every opportunity to identify member needs and promote the WPCU suite of products and services while providing a positive member experience with each interaction. The successful candidate will also help with the day to day administration work needed to process all member transactions, such as balancing of ATM machines and reports.

**THE PERSON:**

You are someone who has excellent communication skills (both written and verbal).  
You have strong customer service and sales skills.  
You are someone who pays attention to detail to ensure accuracy in the work you complete.  
You have the ability to work under pressure while maintaining a positive and friendly attitude.  
You are proficient with computer programs and applications.

**MINIMUM EDUCATION AND EXPERIENCE:**

Grade 12  
Experience in the customer service industry and/or working with cash  
Experience in the financial services industry would be considered an asset

The Winnipeg Police Credit Union offers a comprehensive benefits package and the opportunity to participate in the Incentive Pay Plan. A competitive salary is offered and is based on your qualifications and experience.

Interested applicants are encouraged to submit their resume to Human Resources at WPCU by email at: [hrwpcu@wpcu.ca](mailto:hrwpcu@wpcu.ca) or by fax at (204) 949-0821.

**Closing date:** Friday, March 31, 2023.

We thank all interested applicants but only those chosen for an interview will be contacted.