



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

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# Job Board Posting



Careers.Indigenous.Link

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## Customer Service Representative, Scotia iTRADE - Ottawa/Montreal

|                    |   |                   |
|--------------------|---|-------------------|
| <b>Job ID</b>      | 185940-en_US-7151   |                   |
| <b>Web Address</b> | <a href="https://careers.indigenous.link/viewjob?jobname=185940-en_US-7151">https://careers.indigenous.link/viewjob?jobname=185940-en_US-7151</a> |                   |
| <b>Company</b>     | Scotiabank  |                   |
| <b>Location</b>    | Montreal, QC  |                   |
| <b>Date Posted</b> | From: 2024-05-30  | To: 2050-01-01    |
| <b>Job</b>         | Type: Full-time   | Category: Finance |

### Description

Requisition ID: 185940

Join a purpose driven winning team, committed to results, in an inclusive and high-performing culture. Pursuant to a language needs assessment conducted by Scotiabank, the successful candidate will be required to be able to communicate in English in addition to French because they will be required to work closely with other groups from head office who operate primarily in English, they will report to a manager from head office who is an English speaker, and/or they will serve and English-speaking clientele. As a Customer Service Representative, you are the primary point of contact for our clients. As an ambassador for Scotia iTRADE, you will assist our clients with inquiries around new accounts, transfers, trading, and products and services, and be a proactive promoter of iTRADE's client-focused culture by providing exceptional customer service.

Is this the right role for you In this role you will:

- Assist with client inquiries while delivering memorable service
- Use discretion and problem solving to own the client experience
- Provide personalized solutions by recognizing value add solutions
- Facilitate a culture of passion, accountability, and collaboration by being an active member of your team

Do you have the requirements to succeed in this role We'd love to work with you if you have:

- Fluency in both English and French
- A broad knowledge of investment products and procedures relating to securities settlement
- The ability to work in a fast-paced environment with volumes dictated by market trends, client demands, and seasonal peaks
- Strong written and verbal communication skills
- The ability to utilize time-management and prioritization skills
- A positive attitude and excitement regarding learning new tasks and skills in order to keep up with changing environments/duties

While not essential, it would be an asset if you have:

- Completed the Canadian Securities (CSC) and Conduct and Practices Handbook (CPH)
- Completed a post-secondary education in Commerce/Business, or Financial Planning
- Prior work experience in a brokerage or Contact Centre
- Knowledge of the Financial Services Industry

What's in it for you

- Competitive pay
- The opportunity to gain valuable industry knowledge and experience
- The opportunity to advance your career through other roles within Wealth Management and Scotiabank
- A workplace culture built around inclusion, diversity, and potential
- The opportunity to participate in a customized and comprehensive training program

Employment Details: We value employee training and development. We provide comprehensive training for all successful candidates. Training takes place Monday-Friday from 9am &#8211; 5pm and includes a 4-week onboarding training for all hires and an additional 7 week training for successful individuals who require support to complete their licensing (CSC, CPH) courses.

**Work Hours**  
The Scotia iTRADE Contact Centre is open 8am-8pm Monday to Friday. Due to the nature of a contact centre environment, flexibility to work evening shifts is required.

**Why Scotia iTRADE** Scotia iTRADE is a top Canadian brokerage committed to helping investors achieve their goals through exceptional service, unique educational tools and resources, and a personalized digital experience. Joining our Contact Centre means working in a fast-paced and rewarding environment, supporting our clients through inbound and outbound calls. Our focus on training and professional development will support you as you build your career with Scotiabank.

Scotiabank is committed to providing an inclusive, diverse, and accepting environment for all employees. Diverse backgrounds and experiences are what make us better as a whole. If you need specific accommodations during the hiring process let us know and we will work with you.  
**Location(s):** Canada : Quebec : Montreal || Canada : Ontario : Ottawa || Canada : Quebec : Gatineau

Scotiabank is a leading bank in the Americas. Guided by our purpose: "for every future", we help our customers, their families and their communities achieve success through a broad range of advice, products and services, including personal and commercial banking, wealth management and private banking, corporate and investment banking, and capital markets.

At Scotiabank, we value the unique skills and experiences each individual brings to the Bank, and are committed to creating and maintaining an inclusive and accessible environment for everyone. If you require accommodation (including, but not limited to, an accessible interview site, alternate format documents, ASL Interpreter, or Assistive Technology) during the recruitment and selection process, please let our Recruitment team know. If you require technical assistance, please [click here](#). Candidates must apply directly online to be considered for this role. We thank all applicants for their interest in a career at Scotiabank; however, only those candidates who are selected for an interview will be contacted.

For more information, visit [Scotiabank for Customer Service Representative, Scotia iTRADE - Ottawa/Montreal](#)