



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

Date Printed: 2024/07/03

Customer Experience Lead - Amherst, NS (22.5 Hours/ Week, 6-month contract)

Job ID	195626-en_US-3141	
Web Address	https://careers.indigenous.link/viewjob?jobname=195626-en_US-3141	
Company	Scotiabank	
Location	Amherst, NS	
Date Posted	From: 2024-05-30	To: 2050-01-01
Job	Type: Full-time	Category: Finance

Description

Requisition ID: 195626

Join a purpose driven winning team, committed to results, in an inclusive and high-performing culture. About the role What you'll be doing: Our Customer Experience Leads are responsible for overseeing our high performing Retail Service teams. Scotiabank is a place where we put our customers first, and our priority is to help them achieve their financial goals.

We are looking for an enthusiastic, driven individual who will lead and support our Customer Experience Associates, while championing Scotiabank's core values and culture.

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

- Lead and manage your team of Customer Experience Associates and Senior Customer Experience Associates
- Build strong customer relationships and deliver excellent customer service
- Acts as the Officer in Charge (OIC) for the branch as required, managing any emergencies, customer escalations, etc.
- Contributing to the overall success of the branch by identifying opportunities to enhance the customer experience
- Act as a change management lead by assisting with the implementation of new policies and procedures

Do you have the skills that will enable you to succeed in this role We'd love to work with you if you have:

- Excellent leadership skills, able to coach and develop your team
- Strong customer service skills
- Previous experience managing a team of employees (including coaching, leading, and scheduling the team) is a strong asset
- Excellent communication skills
- Availability to work a flexible schedule
- Previous banking experience is a strong asset
- Strong technical skills, able to promote and demonstrate the use of digital/self-service banking options

What's in it for you

- The opportunity to join a forward-thinking organization where you are surrounded by a collaborative team of innovative thinkers.
- A rewarding career path with diverse opportunities for professional development
- An organization committed to making a difference in our communities; for you and our customers.
- You can expect to be recognized and rewarded for high-performance. You'll be supported by leadership through meaningful development conversations that enable faster advancement and internal training to support your growth and development.
- A competitive compensation and benefits package.

Location(s): Canada : Nova Scotia : Amherst

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 Experience Lead - Amherst, NS \(22.5 Hours/ Week, 6-month contract\)](#)