



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

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/06/30

Partnership Service Lead - Scotia iTRADE - Toronto or Montreal

Job ID	200811-en_US-5445	
Web Address	https://careers.indigenous.link/viewjob?jobname=200811-en_US-5445	
Company	Scotiabank	
Location	Toronto, ON	
Date Posted	From: 2024-06-28	To: 2050-01-01
Job	Type: Full-time	Category: Finance

Description

Requisition ID: 200811

Join a purpose driven winning team, committed to results, in an inclusive and high-performing culture. Purpose contributes to the overall success of the Sales & Partnerships team within Scotia iTRADE in Canada, ensuring specific individual goals, plans, initiatives are delivered in support of the team's business strategies and objectives. Ensures all activities conducted are in compliance with governing regulations, internal policies and procedures. As a member of the Sales & Partnerships Team, the Partnership Service Lead is a key point of contact for Scotiabank partners with Scotia iTRADE service inquiries. The Partnership Service Lead is responsible for assisting with high priority partner investigations, Scotia iTRADE sales credit questions for all channels, and proactively following up for account approvals on partner referrals to deliver timely and efficient service. The Partnership Service Lead is also responsible for introducing our partners and clients to additional service offerings by spotting and initiating referral opportunities based on client needs. The incumbent will proactively adhere to the business line strategy of promoting a client focused culture, directly contributing to the overall success and profitability of the business. Accountabilities & Champions a customer focused culture to deepen client relationships and leverage broader Bank relationships, systems, and knowledge. Understands how the Bank's risk appetite and risk culture should be considered in day-to-day activities and decisions. Actively pursues effective and efficient operations of their respective areas in accordance with Scotiabank's Values, its Code of Conduct, and the Global Sales Principles, while ensuring the adequacy, adherence to and effectiveness of day-to-day business controls to meet obligations with respect to operational, compliance, AML/ATF/sanctions, and conduct risk. Champions a high performance environment and contributes to an inclusive work environment. Responsible for resolving partner inquiries through ownership of high priority investigations and escalations by: Owning the end-to-end escalation process and taking action to fully address inquiries by presenting relevant solutions; Responding to high priority emails requiring time sensitive resolutions and necessary follow ups; Exercising discretion, within approved authority limits, in resolving problems promptly and when required, engaging senior leaders or other key internal partners; Acting as a Subject Matter Expert (SME) by presenting relevant solutions, while maintaining a high standard of professional workplace communication at all times; Identifying value-add opportunities by promoting internal or client content and increasing partner awareness on key resources available for self-service (partners and clients) Act as a key contact in the sales credit fulfillment process by: Understanding the sales credit process and the role that the Partnership Services Team plays to maintain strong partnerships; Supporting partner inquiries that require further investigation on sales credit fulfillment; Identifying opportunities where manual adjustment is required after validating all preliminary information check points Contribute to onboarding and client acquisition through follow up action: Calling out to clients and partners for Not In Good Order (NIGO) status accounts and transfer rejections as required; Acting as a liaison between operations and the client, in order to ensure a smooth onboarding process for high value clients referred by partners; Facilitating the approval process by following up on pending action items; Acting as a SME by providing knowledgeable feedback on iTRADE documentation to both partners and clients Personal Development and Team Mindset: Taking ownership of their Personal Development Plan, working with their manager to develop skills, behaviours and competencies required to achieve goals; Contributing to effective

team morale and employee relations through positive interaction with peers, Sales & Partnerships team, as well as management. Participating and support change initiatives with the team while learning and embracing new procedures, technologies, and processes

Education / Experience

Post-Secondary Education in Commerce, Business or Financial Planning an asset.

2 - 3 years industry experience an asset.

Experience identifying sales referral opportunities

Previous online brokerage experience is an asset as well as a broad understanding of the investment industry.

Strong attention to detail and ability to recognize risk to the firm.

Ability to set and achieve goals, and work independently.

Strong communication / interpersonal skills.

Knowledge of back-office processing and functions.

Ability to learn new tasks quickly and accurately.

Ability to adapt to a changing environment and duties, dependent on current situations and directives from management.

Expert knowledge of procedures related to securities settlement.

Excellent time management skills with the ability to prioritize workloads to ensure optimum telephone coverage and adherence to established service standards.

Strong desire to provide an exceptional client experience.

Language skills considered an asset: French, Cantonese or Mandarin

Canadian Securities Course (CSC) is preferred

Working Conditions

Due to the fast-paced nature of the contact centre environment, numerous factors can attribute to a high level of mental and physical stress in this position including:

Volatile financial markets

Multiple often conflicting priorities, aggressive delivery or problem resolution lead time and highly valuable, highly sensitive customer relationships

Periodic high call volumes, with longer hold times for clients

High demands from internal partners and clients needing immediate responses to a variety of inquiries/problems relating to accounts and transactions / products and general service

This position is physically stationary (primarily phone, meetings, computer-based). There is every day/regular use of PC and internet technologies.

Flexibility of hours is a typical requirement for this position, based on business needs and volumes (including evening shifts and some statutory holidays). Location(s): Canada : Ontario : Toronto || Canada : Quebec : Montreal

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 Partnership Service Lead - Scotia iTRADE - Toronto or Montreal](#)

