



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:

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/06/30

Senior Project Manager - 15 Month Contract

Job ID	201302-en_US-8221	
Web Address	https://careers.indigenous.link/viewjob?jobname=201302-en_US-8221	
Company	Scotiabank	
Location	Toronto, ON	
Date Posted	From: 2024-06-27	To: 2050-01-01
Job	Type: Full-time	Category: Finance

Description

Requisition ID: 201302

Join a purpose driven winning team, committed to results, in an inclusive and high-performing culture. As a Senior Project Manager you will be responsible for the effective leadership and management of Global Contact Centres (GCC) strategic projects, from initiation to successful completion. In this role, you will be tasked with leading the execution of sales related projects for the Canadian Contact Centre, working as part of an agile team. This will involve supporting the Contact Centre's Service-to-Sales strategy and working with internal stakeholders across on a series of projects to accelerate our sales growth capabilities in our Voice and Non-Voice Channels (Chatbot, Social Media), in collaboration with other Canadian Banking channels. The projects overall will include Outbound Sales, Virtual Sales, Digital Assist and more. Is This Role Right for You In this role, you will: Ensures project adherence to Scotiabank project management policies and standards and delivers on time, scope and budget. Create business cases as appropriate with Scotiabank's PMO guidelines. Organize appropriate workstreams and RACIs to ensure clear roles and accountabilities. Managing project scoping, ensuring that objectives, deliverables, assumptions, dependencies, and constraints are clearly defined and documented. Identifying required team members. Defining project governance and identifying senior stakeholders to form steering committees. Preparing Steering Committee documentation, presentations, and chair meetings. Establishing a strong working relationship with the internal client(s) for each assigned project. Working with them to articulate and document the desired business outcomes. Preparing Project Management documentation, including project charter, schedule, budget, communication plan, risk assessment, among other documents, as well as integrated project plan. Coordinating the definition of the project's business requirements with the business leads/subject matter experts. Providing guidance and support to quickly move projects from concept to detailed requirements and executive approval. Ensuring project key deliverables / components / activities such as business requirements definition, testing plan, implementation plan, business change management plan, etc. are reviewed, discussed, and approved by the appropriate parties/individuals. Partner closely with all key stakeholder to ensure integrated project plan holds all key milestones. Managing overall project execution phase (i.e. creating a robust project plan, identifying project dependencies, integrating project's components, tracking activities to the project plan, etc.) Proactively managing, raising and resolving project risks and issues. Defining and executing mitigation plans, jointly with team members. Managing, tracking, and reporting on the project budget as applicable. Preparing monthly cost/expenses forecast, quarterly accruals and year end carry forwards. Preparing Executive level presentations to communicating project status to the Team Members/Senior Management. Preparing project communication documentation such as project's dashboard, meeting minutes, etc. Ensuring adherence to the Project Change Management process. Leading operational and financial activities to formally close the project. Ensuring the successful transition from project to ongoing process, in coordination with all involved parties. Provide leadership and direction to the project team members. Keep them motivated to accomplish the established goals. Leverage available resources in a manner that maximizes performance and productivity within the Team.

Do you have the skills that will enable you to succeed in this role We'd love to work with you if you have: 7-10+ years of experience as Project Manager with Agile environment experience running sprints Proven ability to manage complex in a fast paced, dynamic work environment. Knowledge of Contact Centre strategies, operations, Voice &

Non-Voice channels, technologies, and industry trends.Strong communication skills, energetic, self motivated, with the ability to successfully create a collaborative process across various stakeholders internal and external to the Contact CentreStrong initiative, forward thinking and creative problem-solving skills with the ability to create or stimulate customer focused strategies.Strong level PC/software skills, particularly in MS Office suite and project/process design and administration tools (e.g. Visio, MS project)Business background in financial services with strong knowledge of retail banking products (loans, mortgages, lines of credit, card cards), sales processes, and distribution channelsExcellent organization and communication skills with the ability to create clear, concise Executive level powerpoint presentationsAble to create structure out of ambiguous situationsKnowledge of Scotiabank's standard project processes in an asset.PMP DesignationUndergraduate degree preferred

Location(s): Canada : Ontario : Toronto

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 Senior Project Manager - 15 Month Contract](#)