



# 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.Link's 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  
L9 P23 R4074 HWY 596 - Box 109  
Keewatin, ON P0X 1C0

# Job Board Posting



Careers.Indigenous.Link

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## Personal Banking Associate

<b>Job ID</b>	<b>02-F1-C7-3C-98-CB</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=02-F1-C7-3C-98-CB">https://careers.indigenous.link/viewjob?jobname=02-F1-C7-3C-98-CB</a>	
<b>Company</b>	BMO Financial Group	
<b>Location</b>	St Catharines, Ontario	
<b>Date Posted</b>	From: 2020-01-22	To: 2020-02-21
<b>Job</b>	Type: Full-time	Category: Finance
<b>Job Salary</b>	DOE	
<b>Languages</b>	See Job Description	

### Description

Thank you for your interest in BMO Financial Group. We are currently working towards providing a better candidate experience by including all of our job descriptions in both English and French. In the meantime, if this role is located in Quebec and/or New Brunswick please reference the French job description available below the English version. Otherwise please see the job description below in English as per federal language requirements. Nous vous remercions pour votre intérêt à l'égard de BMO Groupe financier. Nous travaillons actuellement à offrir une meilleure expérience aux candidats en publiant toutes nos descriptions de poste en français et en anglais. Entre-temps, si ce poste est affiché au Québec ou au Nouveau-Brunswick, veuillez consulter la description de poste en français disponible sous la version anglaise. Autrement, veuillez consulter la description de poste ci-dessous en anglais, conformément aux exigences fédérales en matière de langues.

#### ST CATHARINES ONTARIO

#### LAKESHORE & GENEVA LOCATION

Delivers exceptional service to BMO customers and prospects. Identifies customer needs and provides advice and guidance regarding financial solutions that are in the best interests of customers. Works collaboratively within the branch and with BMO partners to deliver the desired customer experience and achieve overall business objectives.

- Collaborates with BMO partners to identify referral opportunities that further grow the customers relationship with BMO beyond personal banking.

- Welcomes and guides customers as they walk into the branch lobby, and offers advice and guidance on available digital and self-serve options with the goal of making it easy, simple, and fast to bank with BMO.

- As a lobby leader, assists in conducting client conversations about banking services to recommend alternative banking channels and and provide personal banking and investment advice.

- Meets customer transaction-based needs with seamless execution.

- Reviews customer profiles and engages customers in a needs-based conversation to identify potential opportunities and address everyday banking plans and credit card needs.

- Contributes to meeting branch business results and the customer experience.

- Supports operational activities (e.g. inventory management, escalated service requests, following up on customer applications, filing, opening and closing activities).

- Acts as a key member of a collaborative and versatile branch and market team.

- Probes to understand customer personal banking and credit card needs and integrates marketing promotions and programs into customer conversations to provide strategic advice.

- Organizes work information to ensure accuracy and completeness.

- Takes the initiative to find creative approaches that make each customers experience feel personal.

- Looks for ways to contribute to the ongoing improvement of the overall branch customer experience.

- Contributes to business results and the overall experience delivered in the branch.

- May work at multiple branches based on market needs; work schedule may differ from week to week in terms of days worked, hours, and shifts.

- Follows through on risk and compliance processes and policies to ensure we safeguard our customers assets, maintain their privacy, and act in their best interest.

- Keeps current with the wider financial services marketplace, the legal and regulatory environment, and our commitment to uphold the highest ethical requirements of our industry.

- Maintains current knowledge of personal banking and credit card industries, practices, and trends and integrates into customer conversations.

- Identifies and reports suspicious patterns of activity that are suspected to be related to money laundering.

- Complies with legal and regulatory requirements, including Anti-Money Laundering and Terrorist Financing reporting, Financial Consumer Agency of Canada (FCAC), and the Privacy Act.

- Protects the Bank's assets in compliance with all regulatory, legal, and ethical requirements.

- Completes complex & diverse tasks within given rules/limits.

- Analyzes issues and determines next steps; escalates as required.

- Broader work or accountabilities may be assigned as needed.

- Typically between 1 2 years of relevant experience and/or certification in related field of study desirable or an equivalent combination of education and experience.

- Registered Investment Sales Representative (RISR) designation, Mutual Funds Essentials completed or in progress (must be completed within 12 months).

- Confident and experienced in the use of social media, tablets, Smart phones, online tools, and applications.

• Some experience in a consultative customer service or sales roles, with a drive to deliver a personal customer experience.

• Basic knowledge of specialized sales and business banking solutions to refer to specialists.

• Passionate commitment to helping customers.

• Drive to deliver a personal customer experience.

• A focus on results and the ability to thrive in a consultative sales and team-based environment.

• Resourceful self-starter with courage and confidence to approach customers.

• Readiness to collaborate and work in different capacities as part of a team.

• Strong interpersonal skills, including the ability to build rapport and connections with customers.

• An aptitude for listening, solving problems, and responding flexibly and creatively to new challenges.

• Basic specialized knowledge.

• Verbal & written communication skills - Good.

• Organization skills - Good.

• Collaboration & team skills - Good.

• Analytical and problem solving skills - Good.

At BMO we have a shared purpose; we put the customer at the centre of everything we do – helping people is in our DNA. For 200 years we have thought about the future – the future of our customers, our communities and our people. We help our customers and our communities by working together, innovating and pushing boundaries to bring them our very best every day. Together we’re changing the way people think about a bank. As a member of the BMO team you are valued, respected and heard, and you have more ways to grow and make an impact. We strive to help you make an impact from day one – for yourself and our customers. We’ll support you with the tools and resources you need to reach new milestones, as you help our customers reach theirs. From in-depth training and coaching, to manager support and network-building opportunities, we’ll help you gain valuable experience, and broaden your skillset.

To find out more visit us at <https://bmocareers.com>.

### **How to Apply**

To submit your application for this job, please go to:

[https://bmo.wd3.myworkdayjobs.com/External/job/St-Catharines-ON-CAN/Personal-Banking-Associate\\_R190023974](https://bmo.wd3.myworkdayjobs.com/External/job/St-Catharines-ON-CAN/Personal-Banking-Associate_R190023974)

BMO is committed to an inclusive, equitable and accessible workplace. By learning from each other’s differences, we gain strength through our people and our perspectives. Accommodations are available on request for candidates taking part in all aspects of the selection process.