



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.

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Job Board Posting



Careers.Indigenous.Link

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Partnership Service Representative, Scotia iTrade

Job ID	153890-en_US-7027	
Web Address	https://careers.indigenous.link/viewjob?jobname=153890-en_US-7027	
Company	Scotiabank	
Location	Toronto, ON	
Date Posted	From: 2022-07-04	To: 2050-01-01
Job	Type: Full-time	Category: Finance

Description

Requisition ID: 153890

Join a purpose driven winning team, committed to results, in an inclusive and high-performing culture. PurposeAs a member of the Sales & Partnerships Team, the Partnership Service Representative (PSR) is the primary point of contact for Scotiabank partners requiring assistance on behalf of Scotia iTRADE clients. The PSR will provide prompt, accurate and professional service, while ensuring that call quality standards are met and that a high level of client focus is always demonstrated. The PSR is also responsible for introducing our partners and clients to additional service offerings by spotting and initiating cross-sell and referral opportunities. 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 Responsible for resolving partner and client inquiries efficiently and effectively, maintaining and surpassing Scotia iTRADE service standards and striving to achieve First Call Resolution by:

- Responding independently to telephone inquiries and taking action to fully address inquiries by presenting knowledgeable solutions & following through

- Processing partner and client requests (inquiries, transactions, case work) in a timely and efficient manner
- Accurately and efficiently documenting and controlling all required follow-ups or escalations
- Strictly adhering to schedules, thereby ensuring prompt client service and response time
- Participating actively in queue maintenance through efficient call response times and prioritization of workload
- Acquiring and maintaining a detailed knowledge and understanding of policies, processes, product & services
- Acquiring and maintaining a detailed knowledge of internal platforms (e.g. SOL, Flight Desk, Mobile)

Uses discretion to correct problems that result in a high level of client satisfaction by:

- Completing updates, corrections and adjustments to client accounts within authorized limits
- Exercising discretion, within approved authority limits, in correcting problems promptly and indefensibly and when required, escalating to Manager
- Acting as a liaison coordinating with various areas as required to full satisfy client issues in a timely fashion (e.g. Operations, Product, Sales, Business Development, ISS etc.)

Adheres to the policies and practices that regulate the Contact Centre, Scotia iTRADE and the Investment Industry by:

- Contributing to optimal Centre efficiency by ensuring productivity goals are obtained
- Minimizing risk and losses by knowing and adhering to policies, procedures and key controls

Solidifies existing Scotia iTRADE business and creates new business opportunities by initiating cross-sell and referral opportunities by:

- Recognizing and appropriately actioning quality opportunities

Contribute to the effective functioning of SiT by:

- Building effective working relationships across the team and with various business lines and corporate functions
- Facilitating a culture of open and honest communication by actively participating and contributing to ITB (Individual touch base), team meetings, encouraging the generation of new ideas and approaches and actively sharing knowledge and experience to enhance the development of all team members
- Developing and executing a meaningful employee development plan
- Participating in and supporting change initiatives for the team and the Centre

Experience / Education / DesignationsExperience

- 1 - 2 years industry experience an asset.
- The ability to identify cross-sell and referral opportunities
- Previous discount brokerage experiences an asset.
- 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 functionalities
- 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 attention to exceptional client experience

- Language skills considered an asset: French, Cantonese, Mandarin,

Education

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

Preferred Industry Courses:

- CSC, CPH

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 Partnership Service Representative](#), Scotia iTrade