



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

Date Printed: 2024/04/27

Sr Advisor, Complaints & QA

Job ID	280153-en_US-4527
Web Address	https://careers.indigenous.link/viewjob?jobname=280153-en_US-4527
Company	Rogers
Location	Toronto, ON
Date Posted	From: 2022-11-30 To: 2050-01-01
Job	Type: Full-time Category: Telecommunications

Description

Our Rogers Bank team is growing and is looking for like-minded thinkers who are passionate about telling stories through numbers to help take our investments in innovation to the next step. In turn, our Rogers Bank team is also committed to the growth and development of their team members. We offer advanced learning and, support our colleagues in maintaining their professional designations, and offer a challenging work environment with fulfilling results to help balance both financial and business acumen.

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Senior Advisor, Customer Complaints & Quality Assurance - Rogers Bank (Bilingual)

Reporting to the Senior Manager of Customer Complaints & Quality Assurance (QA), and working with the Customer Operations team, the Senior Advisor, Customer Complaints & QA, supports Rogers Bank by contributing to day to day customer complaints management and project related work, related regulatory administration and QA practices. The successful candidate will leverage their exceptional customer service skills and understanding of the Bank's procedures and financial industry's regulatory requirements to support the management team. The successful candidate must be fluent in English and French.

Responsibilities:

- Complete detailed research of complaints cases relating to allegations of regulatory concern and drawing conclusions based upon this research.
- Work closely with the Bank Ombudsman Office and Bank Operations on complaints related matters.

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’s CHP, and report these findings to the management team.

Assist with delivering training on the Bank’s CHP and related topics at the Bank and its contact centres.

Participate in collaborative work led by the management team towards compliance with regulatory and supervisory frameworks.

Complete project related tasks required to deliver changes to the CHP required to maintain compliance with regulations as they change.

Contribute to complaints reporting and other submissions as required to the Financial Consumer Agency of Canada (FCAC) and other regulatory bodies.

Compliance, Quality Assurance and Customer Experience

Work with the management team on indirectly leading an outsourced contact centre team of managers who operationalize CHP & QA processes for Rogers Bank.

Complete recurring assessments of the Bank’s contact centre’s customer interactions or administrative work to ensure delivery of an exceptional Customer Experience and adherence to the Bank’s SOPs and regulatory requirements.

Analyze data from QA forms, surveys, complaints and customer feedback to provide and identify, recommend, and implement process improvement suggestions to improve the Bank’s Customer Experience.

Daily, weekly, and monthly audit functions.

On rotation for 24/7/365 after-hours production issue identification and resolution.

Open to the occasional requirement for a flexible schedule – be available to support our customers when needed.

Perform other duties and special projects as assigned.

The candidate must be fluent in English and

