



# 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: 2024/05/18

## Process Improvement Specialist

<b>Job ID</b>	<b>295298-en_US-9554</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=295298-en_US-9554">https://careers.indigenous.link/viewjob?jobname=295298-en_US-9554</a>	
<b>Company</b>	Rogers	
<b>Location</b>	Toronto, ON	
<b>Date Posted</b>	From: 2024-04-23	To: 2050-01-01
<b>Job</b>	Type: Full-time	Category: Telecommunications

### Description

Looking to join a growing financial services team Rogers Bank, a subsidiary of Canada's leading wireless, cable and media company, is expanding and seeking passionate individuals to develop and implement innovative financial solutions and experiences. The bank offers unique cash-back benefits and financing options for Rogers purchases using cutting-edge technology. Interested Take the next step and consider this opportunity to make a meaningful impact with Rogers Bank.

Working with the Operations team, the Process Improvement Specialist understands and applies process improvement, re-engineering methodologies, and best practice principles to design and implement process modernization and improvements to systems design and customer service delivery to enhance the customer experience for Rogers Bank customers.

The role is accountable for identifying and implementing methods to measure, evaluate, and identify process improvements relating to: Systems Processing, Customer Servicing, Operational Reporting, Operational Risk, Problem Identification and Resolution, Vendor Management including Vendor Performance. In addition, the role is responsible for calls and cost forecasting, including assisting with budgets creations and budget tracking.

**What you'll do:**

- Apply process improvement, re-engineering methodologies, and best practice principles to design and recommend process modernization and improvements.
- Assists with analysis, evaluation, and development of recommendations for system and process improvements and optimization.
- Coordinate and manage analysis, evaluations and quality assessments for proper implementation of programs, systems specifications, and quality standards. Establish performance measures, monitor and analyze performance metrics to identify and implement performance based improvements.
- Assist in the development of business models that will be used for budgeting, forecasting, trend analysis, and to identify new revenue or cost reduction opportunities.
- Tracking of and validation of operational costs from service providers.
- Tracking of OPEX to monthly and annual budgets.
- Daily, weekly, and monthly production balancing, reporting, and audit functions.
- Production of dashboards for management and executive consumption for operations performance and trending against business goals. Assisting Sr. Director of Operations in conducting User Access reviews for key Banking Systems.
- Shares in the responsibility for development, analysis and monitoring key production reporting, systems performance, inventory levels, and service levels of key outsourced partners.
- Ability to communicate effectively with technical and business user groups to determine current capabilities and what is needed to meet future business objectives.
- Proactively manage in terms of problem identification, tracking, and resolution with service providers as required.
- Other duties as assigned.

**What you'll have:**

- University under-graduate degree or college diploma.
- Experience in process analysis and re-engineering.
- An affinity for process improvement, with preference for Greenbelt/PMP or related process improvement accreditation.
- Strong analytical skills, problem solving skills, with a data orientated mindset.
- Ability to adapt and reprioritize work on multiple complex initiatives simultaneously.
- Knowledge of analytics and reporting software tools is preferred (e.g. SQL, PowerBI etc.)
- Strong financial acumen including budgeting, forecasting and financial analysis.
- Working knowledge of credit card operating systems and related interfaces is

preferred.

- As part of the recruitment process, the selected candidate will be required to complete a background check which includes credit and criminal checks.

Schedule: Full time  
Shift: Day  
Length of Contract: Not Applicable (Regular Position)  
Work Location: 1 Mount Pleasant (083), Toronto, ON  
Travel Requirements: Up to 10%  
Posting Category/Function: Banking &amp; Operations  
Requisition ID: 295298

#LI-OO1
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At Rogers, we believe the key to a strong business, is a diverse workforce where equity and inclusion are core to making everyone feel like they belong. We do this by embracing our diversity, celebrating our different perspectives, and working towards creating environments that empower our people to bring their whole selves to work. Everyone who applies for a job will be considered. We recognize the business value in creating a workplace where each team member has the tools to reach their full potential by removing any barriers for equal participation. We work with our candidates who are experiencing a disability throughout the recruitment process to ensure that they have what they need to be at their best. Please reach out to our recruiters and hiring managers to begin a conversation about how we can ensure that you deliver your best work. You matter to us! For any questions, please visit the [http://Recruitment Process FAQhttps://performancemanager4.successfactors.com/doc/custom/RCI/Recruitment\\_Process-FAQ-EN.pdf](http://Recruitment Process FAQhttps://performancemanager4.successfactors.com/doc/custom/RCI/Recruitment_Process-FAQ-EN.pdf). Successful candidates will be required to complete a background check as part of the hiring process.

Posting Notes: Rogers Bank

For more information, visit Rogers for Process Improvement Specialist