



# 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:

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-1900001369

**Job ID** 3F-2B-9A-57-A0-00

### Web Address

<https://careers.indigenous.link/viewjob?jobname=3F-2B-9A-57-A0-00>

**Company** BMO Financial Group

**Location** Gatineau, Quebec

**Date Posted** From: 2019-01-17 To: 2019-02-16

**Job** Type: Full-time Category: Finance

**Languages** English

### Description

Location: Outaouais Branches

Schedule: 37,5 hours per week

Candidate must be available to work a variety of locations within the market and to work as per market branches hours:

Monday to Saturday, Wednesday and Thursday until 8pm

You have a passion for helping others. As a Personal Banking Associate, you will focus on developing connections with customers in a personal & consultative way. You will help meet the customer's financial needs by supporting both transaction based and advice based conversations on everyday banking and investment needs. As a digital leader, you will help our customers learn about our digital solutions to make their banking faster, easier, and more personal. You will refer customers to the right partner to build new and grow existing customer relationships.

• Be a key member of a collaborative and versatile branch & market team

• Welcome warmly & guide our customers as they walk into the branch lobby, offer advice and guidance on the digital and self-serve options available with the goal of making it easy, simple and fast to bank with BMO

• Proactively engage with our customers and provide advice based on an understanding of their financial needs, focused on everyday banking, digital solutions and investment needs

• Meet customer's transaction-based needs with seamless execution

• Take the initiative and find creative approaches to make each customer's experience feel personal

• Collaborate with your BMO partners and identify referral opportunities to further grow the customer's relationship with BMO beyond personal banking

• Keep current with the wider financial services marketplace, the legal and regulatory environment, and our commitment to upholding the highest ethical requirements of our industry

• Follow through on the risk and compliance processes and policies to ensure we safeguard our customers' assets, maintain their privacy, act in their best interests, and ensure an effectively run branch

Qualifications

What weâ€™re looking for

- â€¢ Passionate commitment to helping our customers

- â€¢ Some experience in a consultative customer service or sales role, with a drive to deliver a personal customer experience

- â€¢ A focus on results and the ability to thrive in a consultative sales and team-based environment

- â€¢ Resourceful self-starter with courage and confidence to approach customers

- â€¢ Basic knowledge of specialized sales and business banking solutions to refer to specialists

- â€¢ Skilled at personal account opening and Customer Welcome Offers

- â€¢ Digitally-savvy and able to identify banking alternatives for our customers

- â€¢ Readiness to collaborate and work in different capacities as part of a team

- â€¢ Strong interpersonal skills, including the ability to build rapport and connections with customers

- â€¢ An aptitude for listening, solving problems, and responding flexibly and creatively to new challenges

Focus

- â€¢ Spends 50% of time on conversations and requests related to banking services, including handling transactions and supporting customers who walk into the branch.

- â€¢ Spends 50% of time on advice-based conversations with customers

Skills

- â€¢ Projects a professional presence; proactively engages customers in complete conversations about their personal banking needs; listens actively to understand customer needs, clearly explains potential solutions and their benefit to the customer

- â€¢ Learns quickly and is motivated to apply new knowledge

- â€¢ Is collaborative, enjoys helping others and being part of a team

- â€¢ Identifies opportunities for referrals and makes smooth hand offs to partners in BMO FG

Knowledge

- â€¢ Undergraduate degree and/or equivalent work experience

- â€¢ Progressively gains knowledge of financial solutions, BMOâ€™s products, processes and systems, and BMO FG

- â€¢ Completion of internal BMO training program, including customer experience and conversation training

Digital Leadership

- â€¢ Confident and at ease in the use of social media, tablets, Smart phones, online tools, and applications

- â€¢ Highly skilled at helping people who donâ€™t find digital applications intuitive to gain confidence in how to use them and to understand their benefits

Investments

- â€¢ Registered Investment Sales Representative (RISR) designation, Mutual Funds Essentials completed or working towards it (must be complete within 12 months)

## How to Apply

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

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

[https://bmo.taleo.net/careersection/2/jobdetail.ftljob=1900001369&lang=en\\_GB](https://bmo.taleo.net/careersection/2/jobdetail.ftljob=1900001369&lang=en_GB)