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

Date Printed: 2024/03/28

Personal Banking Associate-1900010822

Job ID	**4F-E3-CE-D0-BA-99**	
Web Address	https://careers.indigenous.link/viewjob?jobname=4F-E3-CE-D0-BA-99	
Company	BMO Finance Bank	
Location	Kamloops, British Columbia	
Date Posted	From: 2019-05-17	To: 2019-07-16
Job	Type: Full-time	Category: Finance
Job Salary	DOE	
Languages	See Job Description	

Description

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 customerâ€™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.

â€¢ Be a key member of a collaborative and versatile branch & market team

â€¢ 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

â€¢ Proactively engage with our customers and provide advice based on an understand of their financial needs, focused on everyday banking, digital solutions and investment needs

â€¢ Meet customerâ€™s transaction-based needs with seamless execution

â€¢ Take the initiative and find creative approaches to make each customerâ€™s experience feel personal

â€¢ Collaborate with your BMO partners and identify referral opportunities to further grow the customerâ€™s relationship with BMO beyond personal banking

â€¢ 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

â€¢ Follow through on the risk and compliance processes and policies to ensure we safeguard our customersâ€™ assets, maintain their privacy, act in their best interests, and ensure an effectively run branch

Qualifications

What weâ€™re looking forâ€¦

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)

At BMO we have a shared purpose; we put the customer at the centre of everything we do â€“ helping people is in our DNA. For 200 years we have thought about the futureâ€”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 weâ€™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 â€“ for yourself and our customers. Weâ€™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, weâ€™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.taleo.net/careersection/2/jobdetail.ftljob=1900010822&lang=en_GB

BMO is committed to an inclusive, equitable and accessible workplace. By learning from each otherâ€™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.