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
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Job Board Posting

Careers.Indigenous.Link

Date Printed: 2024/03/29

Customer Service Representative R200001782

Job ID	**50-37-AB-98-BE-80**	
Web Address	https://careers.indigenous.link/viewjob?jobname=50-37-AB-98-BE-80	
Company	BMO Financial Group	
Location	Kingston, Ontario	
Date Posted	From: 2020-01-27	To: 2020-02-26
Job	Type: Part-time	Category: Finance
Languages	See Job Description	

Description

PART TIME MINIMUM 18.75 HOURS PER WEEK

Delivers exceptional service to BMO customers and prospects. Identifies customer needs and provides advice and guidance regarding financial solutions that are in the best interests of customers. Works collaboratively within the branch and with BMO partners to deliver the desired customer experience and achieve overall business objectives.

â€¢ Identifies customer needs and initiates referrals to BMO colleagues.

â€¢ Supports customer requests for banking services, including handling transactions and supporting customers who walk into the branch.

â€¢ Welcomes customers warmly and meets their banking service and transactional needs with seamless execution.

â€¢ Offers advice and guidance on available digital and self-serve options with the goal of making it easy, simple, and fast to bank with BMO.

â€¢ Reviews customer profiles and engages customers in a needs-based conversation to identify potential opportunities and address everyday banking plans and credit card needs.

â€¢ Contributes to meeting branch business results and the customer experience.

â€¢ Supports operational activities (e.g. inventory management, escalated service requests, following up on customer applications, filing, opening and closing activities).

â€¢ Manages, loads, and reconciles cash transactions between treasury and various branch units (e.g. CRU).

â€¢ Executes routine tasks (e.g. service requests, transactions, queries, etc.) within relevant service level agreements.

â€¢ Acts as a key member of a collaborative and versatile branch and market team.

â€¢ Probes to understand customer personal banking and credit card needs and integrates marketing promotions and programs into customer conversations to provide strategic advice.

â€¢ Organizes work information to ensure accuracy and completeness.

â€¢ Takes the initiative to find creative approaches that make each customerâ€™s experience feel personal.

â€¢ Looks for ways to contribute to the ongoing improvement of the overall branch customer experience.

â€¢ Contributes to business results and the overall experience delivered in the branch.

â€¢ May work at multiple branches based on market needs; work schedule may differ from week to week in terms of days worked, hours, and shifts.

â€¢ Follows through on risk and compliance processes and policies to ensure we safeguard our customersâ€™ assets, maintain their privacy, and act in their best interest.

â€¢ Keeps current with the wider financial services marketplace, the legal and regulatory environment, and our commitment to uphold the highest ethical requirements of our industry.

â€¢ Maintains current knowledge of personal banking and credit card industries, practices, and trends and integrates into customer conversations.

â€¢ Identifies and reports suspicious patterns of activity that are suspected to be related to money laundering.

â€¢ Complies with legal and regulatory requirements, including Anti-Money Laundering and Terrorist Financing reporting, Financial Consumer Agency of Canada (FCAC), and the Privacy Act.

â€¢ Protects the Bank's assets in compliance with all regulatory, legal, and ethical requirements.

â€¢ Completes standardized tasks under supervision.

â€¢ Performs initial problem solving within given rules/limits & escalates when required.

â€¢ Broader work or accountabilities may be assigned as needed.

Qualifications:

â€¢ No prior experience necessary; post-secondary degree or certification in related field of study is desirable.

â€¢ High-level knowledge of personal, commercial and partner offers, and how each can best serve customersâ€™ individual needs.

â€¢ Confident and experienced 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.

â€¢ Projects a professional presence.

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

â€¢ Passionate commitment to helping customers.

â€¢ A focus on delivering a personal experience to customers.

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

â€¢ Basic knowledge learned on the job.
â€¢ Verbal & written communication skills - Basic (in business environment).
â€¢ Organization skills - Basic (in business environment).
â€¢ Collaboration & team skills - Basic (in business environment).
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.wd3.myworkdayjobs.com/External/job/Kingston-ON-CAN/Customer-Service-Representative_R200001782
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.