



# 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.

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# Job Board Posting



Careers.Indigenous.Link

Date Printed: 2022/12/01

## Collections Advisor (Bilingual - French/English)

<b>Job ID</b>	5C-A7-D5-71-92-E7	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=5C-A7-D5-71-92-E7">https://careers.indigenous.link/viewjob?jobname=5C-A7-D5-71-92-E7</a>	
<b>Company</b>	Scotiabank	
<b>Location</b>	Hamilton, Ontario	
<b>Date Posted</b>	From: 2022-09-09	To: 2023-03-08
<b>Job</b>	Type: Full-time	Category: Finance
<b>Languages</b>	Bilingual French And English	

### Description

This position will work on a Hybrid model and our office location in Hamilton, ON.

Various shifts covering the hours of 7 a.m. to 7:30 p.m. Monday to Friday are required as well as some Saturdays as needed on a rotational basis is the Collection Advisor role right for you

As a Collection Advisor, you'll be responsible for maximizing the collection of overdue payments from customers while minimizing collection costs and loan losses on individually assigned accounts. As an advisor, you will conduct timely and effective collection follow-up discussions on assigned loans in varying stages of arrears and on accounts where a potential risk to the Bank is evident. You'll also:

Conduct payment collection activity to provide the Bank with optimal delinquency ratios and loan losses

Make sound decisions on accepting, rejecting or offering amended payment terms and settlements while conforming to Bank policies

Establish full responsibility for all payment or collection related inquiries, concerns, and/or arrangements

Ensure the delivery of customer service fosters overall customer and business line/department satisfaction

Do you have the skills that will enable you to succeed

You are fluently bilingual in both French and English Languages as this role serves Nationally

You have excellent communication skills

You articulate a strong presence on the phone that's confident, yet personable

You are a disciplined and focused individual who is motivated to reach daily targets

You think long term and aren't afraid to think outside the box to give engaging alternatives for our customers

You elevate and cultivate your own knowledge through daily interactions with Managers, Team Leaders and Seniors Collection Officers

You are always seeking new challenges and opportunities to grow within the organization

You have significant previous experience in a collections/customer service capacity utilizing the telephone as the primary means of communication

You have significant previous experience collection of delinquent or overdue accounts in the financial services industry or experience collecting on delinquent accounts receivable

You have experience with the Microsoft suite of products including Word, Excel, and Outlook

An understanding of predictive dialer equipment and payment collection systems is an asset

What's in it for you

During your onboarding into the role, you will be an observant and have the ability to absorb strong listening and negotiations skills through customer interactions and apply these to conversations of your own

You will not only be collecting payments but you will assist our customers through hardship which requires you to think outside-the-box to overcome adversity and give our customers a top-of-the-industry experience in the process.

A positive and inclusive team environment where your voice and opinions are valued. We foster big thinking, professional growth and mutual respect.

A rewarding career path with diverse opportunities for professional development within Canadian Banking

### How to Apply

Click "Apply Now"