



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce Canadian Indigenous Job Seekers to a new approach to job searching. 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 Canadian Indigenous Peoples 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

17 – 2595 Main Street

Winnipeg, MB R2V 4W3

Subsidiary Offices:

Kenora • Midland • Ottawa • London • Sandy Lake • Winnipeg

Job Board Posting



Careers.Indigenous.Link

Date Printed: 2020/04/09

Customer Service Representative-1800015863

Job ID	67-72-93-A6-A4-6B	
Web Address	https://careers.indigenous.link/viewjob?jobname=67-72-93-A6-A4-6B	
Company	BMO Financial Group	
Location	Kingston, Ontario	
Date Posted	From: 2019-09-11	To: 2019-10-11
Job	Type: Part-time	Category: Finance
Job Salary	DOE	
Languages	See Job Description	

Description

At BMO Financial Group, the customer is always front and center. That's why we're focused on providing them with sound financial advice through meaningful conversations. In this role, you'll get to know our business quickly, working with a diverse group of talented professionals in a dynamic environment. Here, your ideas will be heard and your potential will always be recognized. Join us, and you'll be part of a true team, collaborating with people who will help you build an exciting, solid career at BMO.

When you join us you'll be part of a workforce where flexibility means being there for our customers by thinking differently about how, when and where we all work.

Customer Service Representative

The Customer Service Representative is one of the most important roles at BMO. In this role you are the ambassador of our brand in your one-on-one interactions with our customers.

As a Customer Service Representative, you will:

Serve and delight each customer during every interaction and execute financial transaction including deposits, withdrawals, bill payments, foreign currency requests and/or other account transactions in an efficient and professional manner

Proactively demonstrate lobby leadership and educate our customers on self-serve options available to them with the goal to deliver an enhanced customer experience

Understand our customers' needs through quality conversations and identify opportunities to promote the right financial products and services to meet their needs

Refer customers to branch team members and partners who can have quality needs based conversations to explore customers financial needs and goals

Maintain overall appearance and presentation of the branch

Actively participate in regular coaching sessions and team meetings

Joining the BMO Team has many perks, including:

Access to a variety of formal and informal training including on-the-job training, online learning, virtual classroom and in-class-room learning

Career planning tools and resources to support you in growing your career with us

Opportunities to participate and volunteer in the community

A flexible work schedule to meet your work/life commitments

Qualifications

What you need to succeed:

A positive, enthusiastic attitude, with strong people skills

Proven customer service experience and passion for helping others and sales delivery

Sales & service oriented with a demonstrated ability to proactively listen, identify sales opportunities and solve problems

Effective relationship management skills

Effective communicator, both verbal and written

The ability to multi-task, with above-average computer skills and digital awareness

Additional Requirements:

Candidates will have flexibility to work evenings and weekends when required on a rotational basis as part of the branch team including:

Flexibility to work a variety of shifts and locations within the market;

Flexibility to work a variety of shift lengths from 3 hours to 9.5 hours/day.

We're here to help our customers, our community and our colleagues. As a member of our branch team, we'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 networking-building opportunities, we'll help you gain valuable experience, broaden your skillset and achieve your goals.

At BMO we have a shared purpose; we put the customer at the centre of everything we do – helping people is in our DNA. For 200 years we have thought about the future—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 we'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 – for yourself and our customers. We'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, we'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/privcareer_jobdescription/jobdetail.ftljob=1800015863&lang=en_GB&src=JB10721