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:
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Job Board Posting

Careers.Indigenous.Link

Date Printed: 2024/03/29

Customer Service Representative-1900012432

Job ID	**6C-D2-7B-CF-D7-F0**	
Web Address	https://careers.indigenous.link/viewjob?jobname=6C-D2-7B-CF-D7-F0	
Company	BMO Financial Group	
Location	Whitehorse, Yukon	
Date Posted	From: 2019-07-26	To: 2019-08-25
Job	Type: Full-time	Category: Finance
Languages	See Job Description	

Description

BMO Bank of Montreal is Hiring!

You have a passion for helping others. As a Customer Service Representative, you will support customer requests related to banking services including handling transactions and supporting customers who walk into the branch.

By proactively identifying customer needs and initiating referrals to appropriate team members, you will contribute to the results and the overall experience delivered in the branch. You will look for ways to contribute to the ongoing improvement of the overall branch customer experience.

Key Accountabilities:

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

â€¢ Welcome warmly customers & meet their banking service needs including transactions, with seamless execution

â€¢ 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€¢ Review the customer profile and engage customers in a needs based conversation to identify potential opportunities and address every day banking plans and credit card needs

â€¢ Initiate referrals to the appropriate team member to ensure that BMO is able to address all of the customer needs

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

â€¢ Support required operational activities, including, but not limited to: inventory management, escalated service requests, following up on customer applications, filing, opening & closing activities

â€¢ Independently manage, load & reconcile cash transactions between treasury and various branch units (e.g., CRU, etcâ€¦)

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

â€¢ Protect the Bank's assets and comply with all regulatory, legal and ethical requirements

Qualifications

What weâ€™re looking for:

â€¢ Passionate commitment to helping our customers

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

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

Focus:

â€¢ Spends up to 100% of time on conversations and requests related to banking services, including handling transactions and supporting customers who walk into the branch.

â€¢ May also spend a small amount of time providing operational support for the branch when customer traffic is light

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€¢ High school diploma or equivalent work experience

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

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

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

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=1900012432&lang=en_GB&src=JB11081
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.