



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: 2024/04/25

Personal Banker

Job ID	75-85-BC-5C-06-4F	
Web Address	https://careers.indigenous.link/viewjob?jobname=75-85-BC-5C-06-4F	
Company	BMO Financial Group	
Location	Kingston, Ontario	
Date Posted	From: 2020-01-23	To: 2020-02-22
Job	Type: Full-time	Category: Finance
Job Salary	DOE	
Languages	See Job Description	

Description

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€¢ Takes a lead in proactively engaging with existing customers and prospects by providing needs-based assessments to grow loyalty and identify immediate / future opportunities.
- â€¢ Engages customers to complete needs assessments that identify financial solutions and preferred banking channels while recommending tailored solutions addressing both sales and service needs (e.g. everyday banking, retail investments, lending solutions, home financing (including business-for-self applications)), and small business solutions).
- â€¢ Offers clients advice and guidance on available digital and self-serve options with the goal of making banking easy, simple, and fast.
- â€¢ Supports customer transactions needs based on customer traffic.
- â€¢ Engages customers to grow BMO's business by reaching out, generating appointments, and building new relationships within the community.
- â€¢ Addresses questions and resolves issues raised through consumer credit audits and quality checks to ensure accurate data entry and lending application recommendations in compliance with legal and regulatory requirements and lending policies and processes.
- â€¢ Applies the risk management framework to the portfolio to protect the Bank's assets and maintain the quality of the lending portfolio in compliance with requirements for the lending process and established yield, quality, diversification, and risk guidelines.
- â€¢ Makes credit recommendations for personal lending transactions, including home financing, in accordance with sound credit granting principles and with the Bank's policies and procedures.
- 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 customer'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 customers' 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 complex & diverse tasks within given rules/limits and may include handling escalations from other employees.
- â€¢ Analyzes issues and determines next steps.
- â€¢ Broader work or accountabilities may be assigned as needed.

Qualifications:

- â€¢ Typically between 2 - 3 years of relevant experience and post-secondary degree in related field of study desirable or an equivalent combination of education and experience.
- â€¢ Registered Investment Sales Representative (RISR), including Mutual Funds Advanced completed.
- â€¢ Personal Lending Credit Qualified Working without limits, with Business For Self designation; working knowledge of creditor insurance.
- â€¢ Working knowledge of personal and small business customer needs and solutions.
- â€¢ Working knowledge of retail investments and lending products.
- â€¢ Experience in financial services is an asset.
- â€¢ Confident and experienced in the use of social media, tablets, Smart phones, online tools, and applications.
- â€¢ Experience in a consultative customer service or sales role, with a drive to deliver a personal customer experience.
- â€¢ Passionate commitment to helping our customers.

- â€¢ 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€¢ 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€¢ Specialized knowledge.
- â€¢ Verbal & written communication skills - Good.
- â€¢ Organization skills - Good.
- â€¢ Collaboration & team skills - Good.
- â€¢ Analytical and problem solving skills - Good.

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/Personal-Banker_R200001775

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.