



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.Link's 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: 2024/04/28

First Nations, Inuit And Metis - Bilingual Customer Care Advisor (Ottawa)

Job ID	77-B7-1F-B8-06-FE	
Web Address	https://careers.indigenous.link/viewjob?jobname=77-B7-1F-B8-06-FE	
Company	Scotiabank	
Location	Ottawa, Ontario	
Date Posted	From: 2020-06-01	To: 2020-11-28
Job	Type: Full-time	Category: Finance
Languages	English	

Description

Requisition ID: 87010

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Join the Global Community of Scotiabankers to help customers become better off.À

When you join our Customer Contact Centre, youâ€™re joining an internationally recognized, award-winning workplace that has been 188 years in the making that delivers superior customer care for our customers. In your career as a Scotiabanker, you can expect to experience the support of a culture built around recognition and rewards, diversity and inclusion, and our core values of respect, integrity, passion, and accountability.

Your skills and abilities will be nurtured and supported by banking leaders, with the focus of long-term success and development. At Scotiabank, we value diversity and what it brings to our teams and client experiences. From day one of your new career, you will enjoy an extensive suite of customizable benefits, wellness programs, pension, free employee banking, and employee discount programs. You will be welcomed into the Scotiabank Indigenous community, where you will be able to connect, share, and learn with our Indigenous team members and their allies.

Our team:

Our Customer Contact Centre team is the heart of our operation and our Customer Care Advisors excel at identifying customer banking needs and providing customized solutions that result in memorable experiences for our customers.

With our focus on making daily banking more convenient and accessible through digital banking options, we have experienced impressive growth each year in the number of customers who connect with us digitally. At the same time, our call volumes also continue to rise as our business engages in new, impactful ways to contribute to communities and continue to shape how we do business.

What youâ€™ll be doing:

* As a Customer Care Advisor, youâ€™ll field a high volume of interactions with our Canadian banking customers and offer them personalized advice and solutions.

* Youâ€™ll resolve immediate customer inquiries and use your natural curiosity to focus on identifying new opportunities to improve the customer experience.

Skills and traits, you already have and what you will learn:

* You self-identify as First Nations/Inuit/Metis

* Youâ€™re passionate about customer service and have a least one year of experience in customer-focused roles where youâ€™ve analyzed needs, provided advice and offered customer solutions.

* You know your way around a computer and can easily multitask between numerous internal platforms, while dealing directly with your customers.

* You have a keyboarding speed of 25+ wpm and a high school diploma (or a recognized equivalent) complete the basic requirements.

* Youâ€™re a strong communicator destined to make the customer experience uniquely personal and a champion of the Scotiabank brand.

* Youâ€™re curious and able to thrive in an ever-changing environment. Youâ€™re also eager to accept training, coaching, and professional development opportunities that will enable you to succeed in your current role â€” and beyond

* Youâ€™re a team player who is committed to supporting an exceptional customer experience when volumes require support.

Hiring and training details:

* Our Customer Contact Centre is located at 2220 Walkley Road, Ottawa, ON, K1G 5L2

* Position Start Date: August 4th, 2020

* Position Status: Full-time Regular (37.5 hours)

Training Details:

* Training is mandatory and non-negotiable

* Training Duration: 5 weeks

* Training Schedule: Monday - Friday 8am to 4pm

Shifts after Training:

* Candidates must be flexible to work anytime within our hours of operation (Monday - Saturday 8:00am-midnight, Sundays 8:00am-10:00pm [EST]).

* Permanent, ongoing work schedules will be finalized with new employees approximately 4 weeks before the end of the training.

* We are committed to providing our employees with a balanced working environment, and your work schedule will be fixed, once assigned; not subject to rotation.

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Conseiller Bilingue, Service clientÀ”le â€” PremiÃ”res Nations, Inuits et MÃ”tis

En joignant lâ€™Ã©quipe du Centre contact clientÀ”le, vous dÃ©couvrirez un milieu de travail dont la qualitÃ© a Ã©tÃ© soulignÃ©e par de nombreux prix et qui jouit d’une solide rÃ©putation Ã lâ€™Ã©chelle internationale. Notre entreprise en croissance depuis 188 ans offre un service Ã la clientÃ©le de qualitÃ© hors pair. Au cours de votre carriÃ”re comme BanquierScotia, vous ferez lâ€™expÃ©rience d’une culture d’entreprise

axÃ©e sur la reconnaissance et les rÃ©compenses, la diversitÃ© et lâ€™inclusion, ainsi que sur nos valeurs fondamentales que sont le respect, lâ€™intÃ©gritÃ©, la passion et la responsabilisation.

Des leaders des services bancaires sâ€™emploieront Ã nourrir et soutenir vos aptitudes et vos compÃ©tences pour favoriser votre rÃ©ussite et votre perfectionnement Ã long terme. La Banque Scotia reconnaÃ®t la valeur de la diversitÃ© et son apport Ã lâ€™expÃ©rience de ses Ã©quipes et de ses clients. DÃ©s votre premier jour de travail, vous bÃ©nÃ©ficierez dâ€™une gamme complÃ©te dâ€™avantages sociaux personnalisables, de programmes de mieux-Ãªtre, dâ€™un rÃ©gime de retraite, ainsi que de services bancaires sans frais et de rabais pour les employÃ©s. Vous serez accueilli au sein de la communautÃ© autochtone de la Banque Scotia, oÃ¹ vous pourrez Ã©tablir des liens avec les autres membres et leurs alliÃ©s, Ã©changer avec eux et apprendre les uns des autres.

Notre Ã©quipe :

Lâ€™Ã©quipe du Centre de contact clientÃ«le est au cÅ«ur de nos opÃ©rations et les conseillers, Service clientÃ«le, sont en mesure dâ€™offrir une expÃ©rience mÃ©morable Ã nos clients, car ils savent rapidement identifier leurs besoins et leur proposer des solutions personnalisÃ©es.

Nous nous efforÃ§ons sans cesse de simplifier les opÃ©rations bancaires quotidiennes de notre clientÃ«le et dâ€™en faciliter lâ€™accÃ©s grÃ¢ce Ã nos plateformes numÃ©riques, et nos clients sont chaque annÃ©e de plus en plus nombreux Ã adopter celles-ci. ParallÃ«lement, nos volumes dâ€™appels sont aussi en hausse puisque nous dÃ©veloppons constamment de nouvelles initiatives qui contribuent concrÃ©tement Ã soutenir les collectivitÃ©s et Ã redÃ©finir notre faÃ§on de faire des affaires.

Vos responsabilitÃ©s :

* Ãªtre titre de conseiller, Services clientÃ«le, vous rÃ©pondrez Ã un grand nombre dâ€™appels de nos clients du RÃ©seau canadien et offrirez Ã chacun des conseils et des solutions personnalisÃ©es.

* Vous rÃ©pondrez sur-le-champ aux demandes des clients et miserez sur votre curiositÃ© innÃ©e pour trouver de nouvelles occasions de maximiser lâ€™expÃ©rience client

Vos compÃ©tences et caractÃ©ristiques actuelles et vos apprentissages futurs :

* Vous vous identifiez comme Ã©tant membre des PremiÃ«res Nations, Inuit ou MÃ©tis.

* Le service Ã la clientÃ«le vous passionne et vous avez au moins un an dâ€™expÃ©rience dans un poste de service Ã la clientÃ«le oÃ¹ vous avez eu lâ€™occasion dâ€™analyser les besoins des clients, de leur offrir des conseils et de leur proposer des solutions.

* Vous avez de bonnes aptitudes en informatique et pouvez aisÃ©ment gÃ©rer plusieurs tÃ¢ches Ã la fois sur diverses plateformes internes tout en interagissant avec vos clients.

* Vous avez une vitesse de frappe dâ€™au moins 25 mots par minute et un diplÃ«me dâ€™Ã©tudes secondaires (ou un diplÃ«me Ã©quivalent reconnu) afin de rÃ©pondre aux exigences minimales.

* En tant que solide communicateur et promoteur de la marque Banque Scotia, vous vous engagez Ã faire vivre Ã chaque client une expÃ©rience personnalisÃ©e.

* Vous Ãªtes curieux et vous vous sentez Ã lâ€™aise dans un milieu en constante Ã©volution. Vous souhaitez participer Ã des formations, Ã des sÃ©ances de coaching et Ã des programmes de perfectionnement professionnel qui vous aideront Ã connaÃ®tre le succÃ«s dans votre poste actuel et Ã accomplir dâ€™autres fonctions dans le futur.

* Vous Ãªtes un Ã«joueur dâ€™Ã©quipeÃ» dÃ©terminÃ© Ã offrir une expÃ©rience client exceptionnelle en prÃ©tant main-forte lorsque les volumes lâ€™exigent.

Renseignement sur le processus dâ€™embauche et la formation :

* Notre Centre de contact clientÃ«le est situÃ© au 2220 Walkley Road, Ã Ottawa, en Ontario, K1G 5L2 .

* Date dâ€™entrÃ©e en fonction : 4 aoÃ»t 2020

* Situation dâ€™emploi : Permanent Ã temps plein (37,5 heures)

Formation :

* La formation est obligatoire et non nÃ©gociable.

* DurÃ©e de la formation : de 5 semaines

* Horaire de la formation : du lundi Ã vendredi entre 8h et 16h

Horaire aprÃ«s la formation :

* Les candidats doivent Ãªtre disposÃ©s Ã travailler en tout temps pendant nos heures dâ€™ouverture (lundi au samedi, de 8h00 Ã minuit, le dimanche 8h00 Ã 22 h [heure de lâ€™Est]).

* Les horaires de travail permanents des nouveaux employÃ©s seront Ã©tablis environ quatre semaines avant la fin de la formation.

* Nous nous engageons Ã offrir Ã nos employÃ©s un milieu de travail Ã©quilibrÃ© et Ã ne pas modifier les horaires de travail une fois quâ€™ils auront Ã©tÃ© assignÃ©s (aucun horaire rotatif).

#LI-JB1 #IN-CAMP

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Location(s) : Ã Canada : Ontario : OttawaÃ

As Canada's International Bank, we are a diverse and global team. We speak more than 100 languages with backgrounds from more than 120 countries. Our employees are committed to a superior customer experience and use the Bank's six guiding sales practice principles to ensure they act with honesty and integrity.

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At Scotiabank, we value the unique skills and experiences each individual brings to the Bank, and are committed to creating and maintaining an inclusive and accessible environment for everyone. If you require accommodation (including, but not limited to, an accessible interview site, alternate format documents, ASL Interpreter, or Assistive Technology) during the recruitment and selection process, please let our Recruitment team know. If you require technical assistance, please click here. Candidates must apply directly online to be considered for this role. We thank all applicants for their interest in a career at Scotiabank; however, only those candidates who are selected for an interview will be contacted.

How to Apply

To apply for this position, please click Apply Now!