



# 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

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## Account Specialist, Collections - First Nations/Metis/Inuit Candidates

<b>Job ID</b>	<b>9A-21-25-B4-AA-44</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=9A-21-25-B4-AA-44">https://careers.indigenous.link/viewjob?jobname=9A-21-25-B4-AA-44</a>	
<b>Company</b>	BMO Financial Group	
<b>Location</b>	Virtual, Across Canada	
<b>Date Posted</b>	From: 2022-08-05	To: 2022-10-04
<b>Job</b>	Type: Full-time	Category: Finance
<b>Job Start Date</b>	As soon as possible	
<b>Languages</b>	English	

### Description

We invite all experienced and aspiring First Nations / Metis / Inuit professionals to apply to roles featured on BMO's Indigenous Careers landing page, as well as all of those on BMO's Careers page. Qualified First Nations / Metis / Inuit applicants applying through these postings will be considered for open job vacancies, where they exist, or added to our Indigenous Talent Network and matched to other upcoming opportunities.

This is part of BMO's ongoing commitment to Indigenous applicants. Our recruitment team will reach out to those selected for further consideration.

BMO Financial Group strives to create a workplace that:

Values new ideas, different perspectives and the opinions of all employees;

Promotes teamwork and draws on the strength of each employee;

Supports individual needs & welcomes and celebrates our differences;

Provides the tools and resources so that each employee can contribute to their full potential

Working together, we are creating an organization that is built upon and driven by being bmo and sets the standard for the financial services industry.

Employee Value Proposition:

Flexible work schedule including remote location work environment

Working environment that values equity, diversity, inclusion and growth

Mandate ESOP Dialer agent:

The Early Stage Collections, Call center agent is accountable for collecting 1-3 cycle delinquent and overdrawn accounts while maintaining a high standard of efficiency and customer/client service focus within a collection call center environment. They are to maintain objectivity with each customer encounter. Assess risk and make payment arrangements within established process or refer customers for alternate re-payment solutions (ie. Reduced or deferred payment programs, restructure, hardship, etc.). Engage in pro-active solution outreach offers to non-delinquent segment of BMO borrowers. They are to document all activity details in appropriate system to reflect action taken. Agents are expected to meet specific quality and metric targets align with the LOB.

Responsibilities:

Perform In-bound/Outbound collections call to clients regarding passed due payments  
Respond to inquiries regarding delinquent accounts and negotiate payment arrangement  
Offer Hardship solutions to customers by completing risk assessments  
Perform other related service responsibilities as required  
Document all activity details in appropriate systems  
Manages all transactions related to customer and branch calls or refers to appropriate internal business groups.  
Follows documented policies and procedures to execute transactions, activities and processes within assigned authorities.  
Delivers exceptional customer service that builds trust through expertise, responsive service and support.  
Handles incoming calls in an informed, professional, and efficient manner.  
Probes to understand customer needs and provides advice related to payments and overall collections strategies in the best interests of the customer.  
Sends out client communications, processes transactions and interacts with internal stakeholders to ensure customer needs are met.  
Analyzes data and information to provide insights and recommendations.  
Manages all transactions related to customer calls or refers to appropriate internal business groups.  
Escalates complex or unresolved customer situations to managers as required.  
Completes required documentation to ensure customer's requests are accurately processed.  
Organizes work information to ensure accuracy and completeness.  
Delivers exceptional customer service that builds trust through expertise, responsive service and support.  
Follows documented policies and procedures to execute transactions, activities and processes.  
Keeps abreast of needs of the Collections departments. Identifies and makes referrals to other business groups as needed.  
Maintains current knowledge of collections strategies, practices, and trends and integrates into customer conversations in a professional manner.  
Maintains the confidentiality of customer and Bank information.  
Supports continuous improvement initiatives by identifying and implementing changes to make processes more effective and efficient.  
Develops and maintains awareness of industry trends and best practices and the regulatory environment as it relates to collections products and services.  
Completes complex & diverse tasks within given rules/limits.  
Analyzes issues and determines next steps; escalates as required.  
Broader work or accountabilities may be assigned as needed.

Qualifications:

- 1 - 2 years of relevant experience and post-secondary degree in related field of study desirable or an equivalent combination of education and experience.
- 2 years of previous call center or E-customer service experience
- Basic understanding of Consumer Collections and relevant functional procedures
- Intermediate knowledge of Microsoft Office (Excel, Word, Outlook)
- Strong communication and negotiating skills
- Proven ability to work effectively in a fast-paced environment

Proven ability to multi-task, prioritize workload and meet deadlines

Verbal & written communication skills - Good.

Organization skills - Good.

Collaboration & team skills - Good

Analytical and problem solving skills - Good.

We're here to help

At BMO we are driven by a shared Purpose: Boldly Grow the Good in business and life. It calls on us to create lasting, positive change for our customers, our communities and our people. By working together, innovating and pushing boundaries, we transform lives and businesses, and power economic growth around the world.

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://jobs.bmo.com/ca/en>.

BMO is committed to an inclusive, equitable and accessible workplace. By learning from each other'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. To request accommodation, please contact your recruiter.

### **How to Apply**

Click "Apply Now"