



Banking that fits your life.

## Telephone Banking – Inbound Financial Services Representative

CIBC

### About the Company:

CIBC is a leading Canadian-based global financial institution. Through our three major businesses – Retail and Business Banking, Wealth Management and Wholesale Banking – we provide a full range of financial products and services to 11 million individual, small business, commercial, corporate and institutional clients in Canada and around the world. We invest in our businesses, our clients, our people and our communities to deliver consistent and sustainable earnings to our shareholders. To learn more about CIBC's Lines of Business, please visit our website.

CIBC delivers access to career and development opportunities, safe and healthy workplaces, effective training, and positive work-life balance – so that employees are able to perform at their best, contribute to their communities and focus on cultivating deeper relationships with our clients.

Every year, CIBC is recognized for its business successes, community commitment and employee initiatives. We are proud of these successes and are committed to creating an inclusive workplace and an environment where all employees can excel.

### Job Description:

Imagine working in a fast-paced contact center environment where you play a key role in helping your clients achieve their financial goals while assisting them with their everyday banking needs. As a Financial Services Representative, you will enjoy an exciting sales and service career that is both personally and professionally rewarding, and offers great opportunities for career growth. Every day, you'll have the chance to make a difference in our clients' lives and feel good about what you do.

As a Financial Service Representative in our North York Customer Contact Centre, you will be a trusted front-line expert who is empowered to provide information and solutions to existing





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and potential customers via the telephone regarding CIBC's full range of products and services. Motivated by targets and results, you will actively promote and sell products and services that matter to our clients based on their individual financial needs and goals.

### Responsibilities:

- Provide information to existing and potential clients via telephone regarding CIBC's full range of products and services
- Meet sales, customer service, and productivity targets by understanding client needs, offering first call resolution of issues, and actively promoting and selling products and services that meet your clients' needs
- Offer a superior client experience on every call to meet and exceed your clients' expectations, build loyalty and grow our business

### Qualification:

- Successful candidates must exhibit CIBC's values of trust, teamwork, and accountability
- Must have previous sales, service, or customer service professional experience, preferably in the financial services industry
- Must have a strong aptitude for sales with a minimum 1 year needs-based sales experience in a targeted sales environment
- Must have superior verbal communication and interpersonal skills with a professional telephone manner
- Must have demonstrated adaptability, flexibility and ability to multi-task in an ever-changing environment
- Must have computer literacy, strong keyboarding and internet navigation skills in a Windows-based environment
- Must have a commitment to punctuality and adherence to work schedules  
Should have contact centre experience
- Should have experience working with a financial institution or in the banking industry





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### What You Need To Know

- Flexibility to accommodate rotational shifts including days, evenings and weekends between the hours of 7am - 1:00am is required
- Training is on a full-time basis and consists of a combination of in-class and on-the-job training for a period of 5 weeks. Shifts may vary during training and will require flexibility for any shift within the hours of operation noted above
- This is a FULL-TIME position with base pay plus sales incentives that will allow for an annual salary up to \$50,000.
- You must have prior legal authorization to work in the location for which you are applying
- Relocation assistance is not available with this opportunity
- Must be legally eligible to work in Canada at the location(s) specified above and, where applicable, must have a valid work permit or study permit that allows the candidate to fulfill the requirements of the role

**Job type:** Full-Time

**Apply Info:** Directly through the CIBC Careers website: [www.cibc.com](http://www.cibc.com), with a copy of their resume.

