



Customer Service Officer

Contact Centre

As one of Canada's Top 50 Employers for the fifth consecutive year, Scotiabank places great importance on recognizing and rewarding strong performance. We offer room for advancement, a stimulating work environment and the resources to help you make the most of your career. Together, we continue to make Scotiabank a great place to work.

About the Position

Scotiabank's Contact Centres provide a broad range of financial products and services to retail banking and small business customers across Canada. Three Contact Centres, located in Toronto, Halifax, and Calgary, handle everything from day-to-day banking and revolving credit to borrowing and investing. Scotiabank's Contact Centres have consistently won performance awards, including two Platinum Contact Centre Employer of Choice® designations.

As a member of the Customer Service Team, you will be responsible for contributing to the team's overall success by providing prompt, accurate and professional responses to Scotiabank's customers' enquiries. You will work in a structured team environment while creating an outstanding customer experience, at the same time maximizing opportunities to promote Scotiabank services and products. Some of these positions require the officer to be fully bilingual in French; Cantonese and Mandarin. The bilingual positions are permanent full-time (37.5 hours per week) and Unilingual positions are part-time (20/25 hours per week) requiring you to work fixed shifts covering a 7/24 environment.

About You

Your qualifications include:

- Minimum 6 months to 1 year in a customer service position.
- Proficiency in a PC-Windows environment, with strong keyboarding skills (minimum typing speed of 30 wpm), and the ability to multi-task.
- Dynamic interpersonal and communication skills.
- Excellent telephone manner.
- Strong team focus.
- Ability to embrace change.

Interested?

To find out more visit www.scotiabank.com/campus.



©Registered trademarks of the Bank of Nova Scotia.