



Call Center Advisor

Laurentian Bank of Canada is a banking institution whose activities extend across Canada.

Founded in 1846, the Bank is guided by values of proximity, simplicity and honesty, and its mission is to help clients improve their financial health.

Laurentian Bank serves one and half million throughout the country and employs more than 3,600 people, whose talent and devotion make the Bank a solid player in several market segments.

Working at Laurentian Bank means...

- Growing within an ambitious team where everyone grows with pride.
- Helping build a future where you and your team make a valued contribution.
- Making a difference in clients' lives and the Bank's development.

Job description

The Advisor, Telebanking Services, must assist clients who call his or her client contact centre. The Advisor's mission is to provide quality customer service, promote the Bank's products and services using an advisory approach, and retain existing clients by ensuring their satisfaction.

Roles and responsibilities

- Support clients in the use of automated banking services (Internet, mobile, automated banking machines).
- Inform clients of the Bank's policies and procedures.
- Inform clients of various ongoing campaigns and promotions.
- Offer transactional solutions adapted to client needs such as credit cards, banking packages and electronic statements.
- Achieve a level of productivity and sales that meets weekly, monthly, quarterly and annual objectives.
- Handle client requests and questions.
- Make changes to client banking records.
- Help clients understand their statements, transaction codes or other banking terms.
- Perform required research using banking reports and applications as well as data compilation for statistical purposes.
- Keep up to date on the products and services offered by the Bank so he or she can direct clients to the right services.

Minimum qualifications

- Education: A minimum of a college diploma (DEC)
- Experience: Six months to one year of customer service and sales experience
- Any other relevant combination of training or experience.

Specific competencies

- Excellent spoken French and English (TELUQ standard)
 - Oral skills: B+
 - Oral comprehension: B+
 - Oral expression: B+
- Ability to work simultaneously with several computer programs and tools while communicating effectively with the client



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- Ability to communicate on the phone
- Sales skills

Assets

- Knowledge of another language
- Experience in banking or finance
- Experience in a call centre

The Laurentian Bank is committed to creating a diverse and inclusive environment. We are proud to offer equal opportunities to all of our employees, and we support applicants in the designated groups of the Employment Equity Act.

Now's the time.

Join us!