



NOC 6551

***Clients make our business. Client Services Specialists make our business successful.***

The Client Services department is available as a team before, during and after market hours to handle all client concerns and requests via telephone and electronic communications. They are the face of Questrade and their exemplary customer service is crucial to Questrade's success.

***And where does the Client Services Specialist fit into this?***

Our Client Services Specialists develop a positive client experience by understanding and responding to clients' enquiries quickly, professionally and accurately. As the primary point of contact for our clients, the Client Services Specialist must provide exemplary customer service and recognize opportunities to proactively position Questrade's products and services to better meet the client's needs.

***What's it like working as a Client Services Specialist at Questrade?***

To summarize, as a Client Services Specialist, you will respond to incoming client inquiries and a variety of client issues including: account inquiries, transaction inquiries, and technological assistance, via phone, email and instant messaging. In addition, you may contact clients directly to advise them of account issues or concerns.

***Need more details? Keep reading...***

The responsibility of creating a **winning customer service experience** rests on your shoulders, and we know you can handle it. You will achieve this by managing each client interaction from first contact to resolution in an effective and efficient manner. Multitasking abilities will come in handy while **managing multiple inbound/outbound client support channels** including phones, email, live chats, and in-person.

Clients may contact you for assistance in monitoring and managing their accounts or for technical support for Questrade's various trading software platforms. You will **resolve their issues** in a professional manner, escalating when necessary. As the first point of contact for clients, you will act as the **subject matter expert on Questrade products and services** for them. You will therefore be expected to always refresh your knowledge and **keep current** on Questrade products, services, programs, policies and procedures.

***So are YOU our next Client Services Specialist? You are if...***

- ✓ You may have gained your qualifications through a **post-secondary degree/diploma** in a related field, but have further refined and developed your skills working in client services for 1-2 years.
- ✓ You're passionate about the **securities industry** and maybe even dabbled in trading yourself.
- ✓ Your written and spoken English is impeccable, and your **communication skills** are highly polished.

***Brownie Points if you have...***

- ✓ Completed the **Canadian Securities Course** (CSC) through CSI. If you haven't, don't worry; tell us why you're interested in the CSC and we will support you through our learning and development initiatives.
- ✓ You speak a second language!



***Some more information you might want to know...***

Shifts are scheduled between 7:30 a.m. and 8:30 p.m. EST, Monday-Friday. We appreciate your flexibility.

***Sounds like you? Click the link below to apply!***

Please complete an online application through our Careers Page, via the following link:

<https://can61.dayforcehcm.com/CandidatePortal/en-US/qfg/Posting/View/219>

*At Questrade Group of Companies, with multiple office locations around the world, we are committed to fostering a diverse, inclusive and accessible work environment. We value the unique skills and experiences each individual brings, and believe that when our teams feel supported and motivated, their creativity becomes a source of innovation. We are also committed to creating and sustaining a collegial work environment in which all individuals are treated with dignity and respect and also one which reflects the diversity of the communities we serve and operate in to help us revolutionize financial services for the benefit of all of our customers.*

*Candidates selected for an interview will be contacted directly. If you require accommodation during the recruitment/selection process, please let us know and we will work with you to meet your needs.*