

Contact Centre Banking Specialist

What's the job?

Contact Centre Banking Specialist

You will attend an 8 week training program that will train you to become a Contact Centre Banking Specialist using multiple communication channels with state of the art technology.

Important to note:

- The contact centre operates 7 days a week, current hours of operation are: **Monday to Saturday 7:30 am to 8:15 pm and Sundays 8:45 am to 5:45 pm**

What you'll get to do:

- Act as a team player by contributing to business results.
- Use your professional communication skills (verbal and written) to offer helpful solutions to customer inquiries.
- Navigate multiple systems to troubleshoot and solve technical skills
- This is a friendly sales and service role.

We are looking for people who have:

- 1-3 years retail and sales experience (Contact Centre experience an asset).
- A desire to learn and then immediately apply the learning in your customer interactions.
- The skills to resolve and prevent customer concerns while knowing when to escalate.
- Cantonese and/or Mandarin language skills would be an asset.

Check out what Coast Capital Savings has to offer:

- Unique perks and benefits
- Employees love having a cool place to work, which includes wearing their jeans everyday
- Our leaders mentor our employees to develop their talents
- We believe in being a great corporate citizen so we invest in our local communities every day by donating our time, money and expertise.
- We have a unique culture where we take our business seriously, but ourselves, not so much.
- We were the only financial institution recognized for our outstanding corporate culture with the Top Corporate Culture Award.