

Bilingual Credit Cards and Financial Services Representative

If you are passionate about helping people and want to build a career, join the CIBC team!

Job Description

As a Telephone Banking Contact Centre **Financial Services Representative**, you are the first point of contact for our clients; a products and services expert who solves client concerns by proactively providing service through consultative sales. You will be a trusted client-facing team member who is empowered to help clients reach their overall financial goals by matching their needs against CIBC's full range of superior products and services. Setting goals, meeting targets and providing exceptional service motivates you.

Share this passion? Come join our innovative organization that is known for industry excellence. Apply today at [CIBC.com](https://www.cibc.com).

Required Skills and Abilities

- Love to find solutions to difficult and complex issues while delivering a high level of client service
- Able to think quickly in the moment and use your best judgment to find appropriate solutions for our clients and our business
- Passionate about relationship-based sales through superior customer service
- Enjoys the structure and consistency fixed and rotating schedules provide to ensure we're here when our clients need us
- High sense of empathy and caring, with strong emotional and social understanding
- Excellent verbal communication skills, and able to personalize the client experience, remembering every client is unique
- Driven self-motivated learner who aspires to grow and excel in their role
- Seeks out and enjoys open and constructive feedback
- Resilient to change, quick to adapt personal style to meet the needs of our clients
- Computer savvy, connected, and can easily navigate and focus on multiple software applications.
- Proficient with using dual monitors and have the ability to think, talk and type at the same time while listening to our client's needs

What CIBC Can Offer You

- Excellent Career Growth opportunities; promote from within culture, dedicated internal career building tools, online courses, tuition reimbursement programs and much more!
- Competitive salary, performance incentive pay, employee stock purchase plan
- Flexible health benefits, excellent employee banking offer, employee recognition program

- Best in class training, ongoing coaching and mentorship to ensure future learning and career growth opportunities
- Opportunity to be involved in CIBC events that help our communities
- Collaborative and fun working environment - team social events, team competitions etc.

What You Need To Know

- Must be legally eligible to work in Canada; must have a valid work permit or study permit that allows the requirements of the role
- The targeted start date for this position is **August 14th 2017**
- This is a **regular full-time** role with a schedule of **37.5** hours per week.
- Flexibility to accommodate rotational shifts including days, evenings, weekends and holidays between the hours of 7:00am - 12:00am
- Previous work experience within retail, hospitality or educational industries is preferred however, CIBC encourages all candidates that have a passion for delivering outstanding client experiences to apply

About CIBC

CIBC is a leading Canadian-based global financial institution. Through our three major businesses – Retail and Business Banking, Wealth Management and Capital Markets – 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.

Every year, CIBC is recognized for its business success, community commitment and employee initiatives. We are proud of this [success](#) and are committed to attracting and retaining a diverse team of employees who reflect the communities in which we live and work.