

Remote Contact Centre Agent: Indigenous Class Action Administration Projects

**Apply:** <https://career8.successfactors.com/careers?company=CADeloitte>

**Date:** Jul 10, 2024

**Location:** Multiple Locations, Canada

**Company:** Deloitte

**Job Type:** Full-time Permanent or contract positions (6-12 months)

**Work Model:** Remote

**Reference code:** 126122

**Primary Location:** Toronto, ON

**All Available Locations:** Burlington, ON; Brossard, QC; Calgary, AB; Edmonton, AB; Fredericton, NB; Halifax, NS; Kitchener, ON; Laval, QC; Moncton, NB; Montreal, QC; Ottawa, ON; Quebec City, QC; Regina, SK; Saint John, NB; Saskatoon, SK; St. John's, NL; Toronto, ON; Vancouver, BC; Victoria, BC; Winnipeg, MB

## Our Purpose

At Deloitte, we are driven to inspire and help our people, organization, communities, and country to thrive. Our Purpose is to build a better future by accelerating and expanding access to knowledge. Purpose defines who we are and gives us reason to exist as an organization.

By living our Purpose, we will make an impact that matters.

- Experience a firm where wellness matters.
- Be part of a firm that leads the way and pushes themselves to look like contemporary Canada.
- Grow your network and your knowledge by joining one of our many Employee Resource Groups.

Step into a purpose-driven role at Deloitte, where your lived experience and knowledge can make a profound difference. We're actively seeking empathetic individuals with a background in customer service or contact center operations to join our team as Remote Contact Centre Agents, dedicated to assisting Indigenous Peoples and communities in navigating the complexities of Indigenous Class Action Administration Projects. If you **identify as Indigenous (First Nations, Inuit, Métis)** and have a passion for supporting others during sensitive moments, we invite you to bring your cultural sensitivity, compassion, and listening skills to our team. This position can be done remotely, and tax exemption work is encouraged for those who qualify. We are seeking candidates for a mix of full-time permanent and contract positions (6-12 months).

## **Our Purpose and Reconciliation Action Plan:**

At Deloitte, our commitment is fueled by a purpose to create a meaningful impact for our clients, our people, and our communities by facilitating access to knowledge. For nearly three decades, we have collaborated with Indigenous leaders, communities, and organizations, investing our time and professional skills. Our goal is to dismantle barriers, whether in education or employment, to construct an inclusive and sustainable future for all. Rooted in a vast community of Indigenous and ally voices and underscored by our recent achievement of a [Silver level certification in the PAR program](#) from the Canadian Council for Aboriginal Business, we persistently work towards advancing reconciliation. This commitment permeates all facets of our firm and is steered by our comprehensive [Reconciliation Action Plan](#).

## **What will your typical day look like?**

Join Deloitte's OperateNext Managed Contact Centre group for an impactful role as a Remote Contact Centre Agent on Indigenous Class Action Administration Projects. Your day-to-day responsibilities will include:

- **Empathetic Customer Support:**
  - Engage with compassion and cultural sensitivity when responding to customer inquiries via phone and email.
  - Navigate through sensitive topics related to Indigenous class-action settlements with empathy and understanding.
- **Exceptional Communication:**
  - Provide timely and accurate responses, using industry technologies to ensure efficient and effective communication.
  - Adapt your communication style to meet the diverse needs of individuals, demonstrating a commitment to inclusivity.
- **Navigating Complexities:**
  - Assist individuals in understanding and navigating the complexities of Indigenous Class Action Administration Projects.
  - Guide clients through sensitive issues, maintaining a non-judgmental and supportive approach.
- **Innovation and Improvement:**
  - Identify opportunities for innovation to enhance the overall client service delivery experience.

- Collaborate with the team to improve processes, ensuring a streamlined and supportive experience for those seeking assistance.

### **About the team**

Our Operate Contact Centre provides support for customers and end users leveraging our workforce solutions and diverse base of professionals across Canada and globally. Our team works as the primary point of contact for client requests related to various support programs. Beyond contributing to our Contact Centre efforts, you'll also have the enriching opportunity to join our rapidly growing Indigenous community at Deloitte. This community comprises diverse talents from Indigenous backgrounds spread across various service lines from coast to coast to coast who come together to celebrate community, culture, and belonging through Indigenous gatherings and more.

### **Benefits:**

At Deloitte, we recognize the pivotal role a supportive and inclusive workplace plays in the well-being and success of our team members. As part of our steadfast commitment to fostering a healthy work-life balance and acknowledging the diverse needs of our employees, we extend a range of unique benefits, in addition to the standard health, dental, and pension offerings. These include:

- **Paid Indigenous Cultural Days:** Deloitte values the importance of cultural connections. Our Indigenous team members are provided with paid Indigenous Cultural Days, allowing them to celebrate their culture without needing to take personal time off.
- **Generous Time Off:** Enjoy a total of 39+ days off throughout the year, combining vacation days, wellness days, and Deloitte Days. We believe in the significance of taking the time needed for rest, relaxation, and personal well-being.
- **Mental Health Support:** Prioritizing mental health and well-being, we offer \$4000 in mental health support ensuring a holistic approach to mental well-being.
- **Wellness Dollars:** Deloitte provides \$1300 in wellness dollars to each employee every year, which can be dedicated to Indigenous wellness-related benefits, such as traditional medicines, or traditional healers.
- **Flexible Ways of Work:** Whether you prefer working remotely from home or in our offices, our roles are designed to accommodate your preferences. Remote work allows you to stay in your community and work tax-exempt for those who qualify. We have done our best to make our offices inclusive, featuring designated smudge rooms, and Downie Wenjack Legacy Spaces.
- **Indigenous Employee Resource Groups:** Explore our diverse communities at Deloitte, such as the Indigenous and Allies Community, Indigenous Community, and the Indigenous Professional Circle. These inclusive spaces are designed for Indigenous team members to regularly connect, attend events, and share experiences.

And much more!

### **Enough about us, let's talk about you**

#### **As an ideal candidate for this role, you possess:**

- Self-identify as Indigenous (First Nations, Inuit, Métis).
- Strong written and verbal communication skills.
- Demonstrated empathy, compassion, and cultural sensitivity.
- Additional relevant training in customer service and trauma-informed care is an asset.
- Experience working with Indigenous Peoples and communities considered a valuable asset.
- Excellent listening skills, especially in navigating sensitive topics.
- Professional customer service skills with a strong phone presence.
- Passion for providing an exceptional customer experience.
- Previous customer service or contact centre experience.
- Availability to work flexible schedules, including evenings until 8:00 pm EST.
- Ability to adapt to continuously evolving client needs.
- Flexibility and quick learning in a dynamic environment.
- Strong multitasking and organizational skills.
- Ability to work independently and exercise good judgment.
- Self-driven with attention to detail and follow-through.
- Knowledge of Indigenous languages is considered an asset.
- Minimum high school education; post-secondary education is an asset but not required.

Due to the nature of the role having interactions with National & Global clients, English is required for this position

#### **Total Rewards**

The salary for this position is \$40,000 annually and individuals may be eligible to participate in our bonus program. Deloitte is fair and competitive when it comes to the salaries of our people. We regularly benchmark across a variety of positions, industries, sectors, targets, and levels. Our approach is grounded on recognizing people's unique strengths and contributions and rewarding the value that they deliver.

Our Total Rewards Package extends well beyond traditional compensation and benefit programs

and is designed to recognize employee contributions, encourage personal wellness, and support firm growth. Along with a competitive base salary and variable pay opportunities, we offer a wide array of initiatives that differentiate us as a people-first organization. Some representative examples include: \$4,000 per year for mental health support benefits, a \$1,300 flexible benefit spending account, 39+ days off (including 10 firm-wide closures known as "Deloitte Days"), flexible work arrangements and a hybrid work structure.

**Our promise to our people: Deloitte is where potential comes to life.**

**Be yourself, and more.**

We are a group of talented people who want to learn, gain experience, and develop skills. Wherever you are in your career, we want you to advance.

**You shape how we make impact.**

Diverse perspectives and life experiences make us better. Whoever you are and wherever you're from, we want you to feel like you belong here. We provide flexible working options to support you and how you can contribute. Be the leader you want to be.

**Be the leader you want to be**

Some guide teams, some change culture, some build essential expertise. We offer opportunities and experiences that support your continuing growth as a leader.

**Have as many careers as you want.**

We are uniquely able to offer you new challenges and roles – and prepare you for them. We bring together people with unique experiences and talents, and we are the place to develop a lasting network of friends, peers, and mentors. Our TVP is about relationships – between leaders and their people, the firm and its people, peers, and within in our communities.

**The next step is yours**

At Deloitte, we are all about doing business inclusively – that starts with having diverse colleagues of all abilities. Deloitte encourages applications from all qualified candidates who represent the full diversity of communities across Canada. This includes, but is not limited to, people with disabilities, candidates from Indigenous communities, and candidates from the Black community in support of living our values, creating a culture of Diversity Equity and Inclusion and our commitment to our [AccessAbility Action Plan](#), [Reconciliation Action Plan](#) and the [BlackNorth Initiative](#).

We encourage you to connect with us at [accessiblecareers@deloitte.ca](mailto:accessiblecareers@deloitte.ca) if you require an accommodation for the recruitment process (including alternate formats of materials, accessible

meeting rooms or other accommodations) or [indigenoucareers@deloitte.ca](mailto:indigenoucareers@deloitte.ca) for any questions relating to careers for Indigenous peoples at Deloitte (First Nations, Inuit, Métis).

By applying to this job you will be assessed against the Deloitte Global Talent Standards. We've designed these standards to provide our clients with a consistent and exceptional Deloitte experience globally.

Deloitte Canada has 30 offices with representation across most of the country. We acknowledge our offices reside on traditional, treaty and unceded territories as part of Turtle Island and is still home to many First Nations, Métis, and Inuit peoples. We are all Treaty people.