



Customer Experience Associate - Quebec city and surrounding areas - Inviting Applicants who identify as First Nation (Status and Non-Status) Inuit, and Métis (Future Opportunities)

Apply



On Site



Part time



Québec, Québec



Posted 30+ Days Ago

Charlesbourg, Québec



End Date: January 31, 2025 (30+ days left to apply)

Val-Bélair, Québec



R_1374935

Saint-Augustin-de-Desmaures, Québec

Cap Rouge, Québec

[View All 6 Locations](#) ▾

Work Location:

Québec, Quebec, Canada

Hours:

18.75

Line of Business:

Personal & Commercial Banking

Pay Details:

21,50 \$/\$21.50 - 27,05 \$/\$27.05 CAD

TD is committed to providing fair and equitable compensation opportunities to all colleagues. Growth opportunities and skill development are defining features of the colleague experience at TD. Our compensation policies and practices have been designed to allow colleagues to progress through the salary range over time as they progress in their role. The base pay actually offered may vary based upon the candidate's skills and experience, job-related knowledge, geographic location, and other specific business and organizational needs.

As a candidate, you are encouraged to ask compensation related questions and have an open dialogue with your recruiter who can provide you more specific details for this role.

Job Description:**Department Overview:**

At TD Canada Trust, we are the frontline of TD Bank. We strive to build deep and long-lasting relationships with our customers by performing a broad range of customer service transactions and providing information and advice on services, products, and solutions to existing or prospective TD customers. At the branch, we understand customer needs and identify opportunities to promote products and services to refer customers to the appropriate team member or internal Bank partner, while ensuring a positive customer experience.

Join TD Canada Trust and Think like a customer, Act like an Owner, Innovate with purpose and Execute with Speed and Impact.

Job Description:

Can you bring your charming self to work and make customer interactions delightful one? Can you process financial transactions accurately and get a sense of achievement by providing excellent customer experience? If so then, take the next step to your future today and apply for the position of a **Customer Experience Associate**. We are expecting an all-around champion who can understand customer needs and advise best suited banking solutions for a positive customer experience.

In this role, you will:

- Process financial transactions like deposits, withdrawals, and bill payments as per standardized operating procedures, industry regulations and TD's Code of Conduct and Ethics
- Understand and determine customer needs to recommend solutions specific to those needs while exercising discretion in confidential matters
- Respond and resolve customers' concerns using standard procedures and escalating non-standard activities, as necessary
- Achieve assigned goals and business objectives by promoting banking solutions and completing business processes in a timely and accurate manner
- Connect personally with customers to advise them appropriately and clearly on banking solutions and processes

- Help build a positive, diverse and equitable work environment by promoting team effectiveness as well as participating in personal performance development
- Assist the team by respecting coworkers, staying dedicated, and keeping everyone up-to-date on the status of routine activities
- Deliver quality customer experiences and recommend operational improvements where opportunity exists to improve and achieve operational excellence

Job Requirements:

- High School diploma and/or 1+ years of relevant experience
- Undergraduate degree or equivalent is an asset.
- Strong administration, organizational, planning and time management skills to work in a fast-paced environment.
- Hands on knowledge of using MS Office (Word, Excel, and Outlook) and internet.
- A go-getter who can exercise initiative and be accurate and detail oriented to handle several tasks and changing priorities.
- A dynamic communicator with established customer experience skills who can connect, both verbally and in writing, with different people in a calm, courteous, and effective manner

*This particular posting is open to those who identify as **First Nation (Status and Non-Status), Inuit, and Métis** with interest in the Customer Experience Associate role. For other opportunities, both for **First Nation, Inuit, and Métis** communities and others, please visit the [TD Career Site](#).*

Additional Information

*At TD, we recognize there is more work to be done on our collective journey towards Truth and Reconciliation. That's why, we're applying our business, people and philanthropy to help create a more inclusive and sustainable tomorrow for **First Nation, Inuit, and Métis** communities across Canada. We believe this is a key step forward on our journey towards Truth and Reconciliation.*

We're committed to the ongoing development and growth of colleagues, so that they can unlock their full potential and achieve their career goals. We treat colleagues with the same care, warmth and respect that we show our customers, and we know that caring colleagues and supportive leaders are what makes TD unique. To learn more, visit [Indigenous Talent at TD](#).

Who We Are:

TD is one of the world's leading global financial institutions and is the fifth largest bank in North America by branches/stores. Every day, we deliver legendary customer experiences to over 27 million households and businesses in Canada, the United States and around the world. More than 95,000 TD colleagues bring their skills, talent, and creativity to the Bank, those we serve, and the economies we support. We are guided by our vision to Be the Better Bank and our purpose to enrich the lives of our customers, communities and colleagues.

TD is deeply committed to being a leader in customer experience, that is why we believe that all colleagues, no matter where they work, are customer facing. As we build our business and deliver on our strategy, we are innovating to enhance the customer experience and build capabilities to shape the future of banking. Whether you've got years of banking experience or are just starting your career in financial services, we can help you

realize your potential. Through regular leadership and development conversations to mentorship and training programs, we're here to support you towards your goals. As an organization, we keep growing – and so will you.

Our Total Rewards Package

Our Total Rewards package reflects the investments we make in our colleagues to help them and their families achieve their financial, physical, and mental well-being goals. Total Rewards at TD includes a base salary, variable compensation, and several other key plans such as health and well-being benefits, savings and retirement programs, paid time off, banking benefits and discounts, career development, and reward and recognition programs. [Learn more](#)

Additional Information:

We're delighted that you're considering building a career with TD. Through regular development conversations, training programs, and a competitive benefits plan, we're committed to providing the support our colleagues need to thrive both at work and at home.

Please be advised that this job opportunity is subject to provincial regulation for employment purposes. It is imperative to acknowledge that each province or territory within the jurisdiction of Canada may have its own set of regulations, requirements.

Colleague Development

If you're interested in a specific career path or are looking to build certain skills, we want to help you succeed. You'll have regular career, development, and performance conversations with your manager, as well as access to an online learning platform and a variety of mentoring programs to help you unlock future opportunities. Whether you have a passion for helping customers and want to expand your experience, or you want to coach and inspire your colleagues, there are many different career paths within our organization at TD – and we're committed to helping you identify opportunities that support your goals.

Training & Onboarding

We will provide training and onboarding sessions to ensure that you've got everything you need to succeed in your new role.

Interview Process

We'll reach out to candidates of interest to schedule an interview. We do our best to communicate outcomes to all applicants by email or phone call.

Accommodation

Your accessibility is important to us. Please let us know if you'd like accommodations (including accessible meeting rooms, captioning for virtual interviews, etc.) to help us remove barriers so that you can participate throughout the interview process.

We look forward to hearing from you!

Language Requirement (Quebec only):

*Remarque: Étant donné que cet affichage concerne de futurs postes vacants et qu'il servira à pourvoir de nombreux postes aux exigences comparables à l'avenir, nous invitons les candidats bilingues et francophones à poser leur candidature. Lorsqu'un poste sera à pourvoir, une évaluation des besoins en matière de langue sera effectuée pour déterminer si la connaissance d'une autre langue que le français est exigée.

Similar Jobs (3)

Customer Experience Associate -
Complexe St-Amable - Quebec
City - 15 hours

-  On Site
-  Québec, Québec
-  Part time
-  Posted 6 Days Ago
-  End Date: December 19, 2024 (9 hours left to apply)

Customer Experience Associate -
Cap Rouge - 18.75 hours

-  On Site
-  Cap Rouge, Québec
-  Part time
-  Posted 30+ Days Ago
-  End Date: December 27, 2024 (8 days left to apply)

Customer Experience Associate -
Quebec City - Chicoutimi - Gaspé -
Future Opportunity - Part time

-  On Site
-  10 Locations
-  Part time
-  Posted 22 Days Ago

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