

Job Posting

CUSTOMER EXPERIENCE ASSOCIATE

405991BR

Retail Banking – Customer Service

Vancouver, BC

April 11, 2023

Company Overview

Tell us your story. Don't go unnoticed. Explain why you're a winning candidate. Think "TD" if you crave meaningful work and embrace change like we do. We are a trusted North American leader that cares about people and inspires them to grow and move forward.

Stay current and competitive. Carve out a career for yourself. Grow with us. Here's our story: jobs.td.com

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 understanding their needs and providing personalized financial solutions, our purpose is to help our customers and small businesses achieve their financial goals.

We are looking for brand champions, relationship builders, and leading professionals with an understanding of market and economic trends that can build legendary customer experiences. Join TD Canada Trust and think like a customer, act like an owner, innovate with purpose and execute with an 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 **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

Requirements

- High School Diploma with over 1 year 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

Hours

15

Inclusiveness

At TD, we are committed to fostering an inclusive, accessible environment, where all employees and customers feel valued, respected and supported. We are dedicated to building a workforce that reflects the diversity of our customers and communities in which we live and serve. If you require an accommodation for the recruitment/interview process (including alternate formats of materials, or accessible meeting rooms or other accommodation), please let us know and we will work with you to meet your needs.

Works Cited

TD. "Customer Experience Associate - TD Bank Careers." *TD Bank*, <https://jobs.td.com/en-CA/jobs/18135327/customer-experience-associate-vancouver-ca/?codes=TD103>.

Cover Letter

TD Retail Banking – Customer Service
Vancouver, BC

Customer Service Hiring Manager,
TD, 1055 Dunsmuir St,
Vancouver, BC V7X 1P3

Dear Customer Service Hiring Manager,

Please consider my application for Customer Experience Associate position currently available at TD Canada Trust. As I am currently in the final stages of completing my Bachelor's degree in Sociology, I am eager to commit to a full-time job. Given my previous experience in customer service and strong communication skills, I am confident that I possess the necessary qualifications to excel in this role.

In my previous role as a Lead Generator Specialist at a Blume Photo Agency, I had the opportunity to refine my skills in accurately processing financial transactions, identifying and analyzing customer needs, and delivering needed information to meet customer needs. Through this experience, I developed a keen eye for detail, a strong ability to understand customer needs, and a strong commitment to providing outstanding customer service. In addition, I have developed exceptional organizational and time-management skills that allow me to thrive in a fast-paced environment.

I believe that my dedication to delivering outstanding customer experiences and strong attention to detail, make me a valuable asset to your team. As a person who values diversity and inclusivity, I am committed to creating a positive work environment that promotes teamwork and personal growth.

If my skills and experience align with the requirements for this position, please don't hesitate to contact me at annaatehortua@gmail.com to discuss how I can contribute to TD Canada Trust's continued success.

Sincerely,



Anna Karolina Atehortua.

Anna Karolina Atehortua
1060 Alberni Street
Vancouver, CA V6E 4K2
Phone: (604)367-5047
Email: annaatehortua@gmail.com

Objective: Customer Experience Associate at a prosperitive company.

Education
2017 - 2019 *Brookes Westshore, Victoria, CA*
IB Diploma Program, Grade average 80%.
Scholarship in grade 12.

2019- 2023 *University of British Columbia, Vancouver, CA*
Bachelor of Arts, Sociology Major, Law & Society Minor.
IMES Scholarship. GPA 3.2.

Employment
2016 *Formula 1, Baku, AZE*
Opening Ceremony Performer- Crew Member.

2020 - 2021 *Blume Photo Agency, Vancouver, CA*
Lead Generator Specialist, Customer Service.

Technical Skills MS Office, Excel, WordPress, Social Media, WIX.

Soft Skills Leadership, Critical Thinking, Interpersonal Communication.

Activities High School Volleyball Team Captain (2 years); Eco-village volunteer (4 months); Entrepreneurship UBC Incubator Program (4 months).

References Available on request.

Anna Karolina Atehortua
1060 Alberni Street
Vancouver, CA V6E 4K2

April 15th, 2023

Reference Request #1

Mark Kremer
Owner of Blume Photo Agency
1028 Barclay Street,
Vancouver, BC V6E 0B1

Subject: Request for Reference

Dear Mark,

I am writing to request a reference for a job opportunity that I am interested in pursuing at TD Canada Trust. The job posting is for the position of Customer Experience Associate and I believe my skills and experience make me a strong candidate for the role.

As a former colleague, I greatly value your professional opinion and hope that you would be willing to provide me with a reference. In particular, I would appreciate if you could speak to my abilities in customer service and communication, as well as my attention to detail and ability to work in a fast-paced environment.

Kindly inform me at annaatehortua@gmail.com whether you are willing to provide me a reference. I have attached a copy of the job posting and my resume for your reference. Let me know if there is any other additional information needed from me.

Sincerely,



Anna Karolina Atehortua,
Former Lead Generator Specialist at Blume Photography.

Anna Karolina Atehortua
1060 Alberni Street
Vancouver, CA V6E 4K2

April 15th, 2023

Reference Request #2

Ruslan Azizov
Crew Member/ Opening Ceremony Performer at Formula 1
Baku, Azerbaijan
AZE 1000

Subject: Request for Reference

Dear Ruslan,

I am writing to request a reference for a job opportunity that I am interested in pursuing at TD Canada Trust. The job posting is for the position of Customer Experience Associate and I believe my skills and experience make me a strong candidate for the role.

As a former colleague, I greatly value your professional opinion and hope that you would be willing to provide me with a reference. In particular, I would appreciate if you could speak to my skills in working as a team, as well as leadership and active listening.

Kindly inform me at annaatehortua@gmail.com whether you are willing to provide me a reference. I have attached a copy of the job posting and my resume for your reference. Let me know if there is any other additional information needed from me.

Sincerely,



Anna Karolina Atehortua,
Formula 1 Opening Ceremony Performer.

Anna Karolina Atehortua
1060 Alberni Street
Vancouver, CA V6E 4K2

April 15th, 2023

Reference Request #3

Alexia Bloch
Head of Department of Anthropology
University of British Columbia
6306 NW Marine Dr,
Vancouver, BC V6T 1Z1

Subject: Request for Reference

Dear Dr. Bloch,

I am writing to request a reference for a job opportunity that I am interested in pursuing at TD Canada Trust. The job posting is for the position of Customer Experience Associate and I believe my skills and experience make me a strong candidate for the role.

As I apply for this position, I believe that your recommendation would greatly benefit my application. Your insight into my academic performance, work ethic, and personal qualities would provide a valuable perspective to potential employers.

Kindly inform me at annaatehortua@gmail.com whether you are willing to provide me a reference. I have attached a copy of the job posting and my resume for your reference. Let me know if there is any other additional information needed from me.

Sincerely,



Anna Karolina Atehortua,
UBC Sociology Student.