

TD Bank Hiring – Customer Experience Associate

Job Description:

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.

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Job Responsibilities:

- 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:

- 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

Qualification & Experience:

- 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

Job Details:

Company: TD Bank

Vacancy Type: Full Time

Job Location: Burnaby, British Columbia, Canada

Works Cited

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