

# CUSTOMER SERVICE REP/PERSONS WITH DISABILITIES

## Required Qualifications

- This position is a part-time 20-hour per week work arrangement with one of the major banks and is a special employment program for persons with disabilities.. The successful candidate is required to be available Monday to Saturday and Thursday and Friday evenings
- Must be available 6 weeks full time for training and able to work in any branch within a selected area
- A minimum of one year of client service, preferably 2-3 years in one position
- Industry experience in financial services, retail, hospitality, travel, etc.
- Some experience working in a sales environment where formal selling thresholds and targets are routine.
- Very good communication skills
- Strong organizational skills; the ability to handle cash, compile facts, figures and files in an orderly fashion
- Retain knowledge about the features and benefits of a wide range of products and services and convey the information to clients
- Information-seeking skills; the ability to probe, find out more and improve your understanding of a client's situation or issue

## Responsibilities

- Respond to client-initiated contacts, delivering fast and efficient service, assisting with financial transactions such as deposits, withdrawals, cheque cashing/ordering, bill payments, money orders and transfers, and foreign currency exchanges
- Resolve problems at first point of contact where possible and refer more complex situations to senior officers
- Look for sales opportunities with all clients and refer to appropriate internal officers
- Adhere to compliance routines in carrying out transactions

## Employment Details

<b>Wage:</b>	\$11.70 per hour. Paid training	<b>Hours:</b>	Various shifts Monday to Saturday and Thursday & Friday evenings	
<b>Benefits</b>	Yes			
<b>Employment Terms</b>	Permanent part-time position			
<b>Major Intersection</b>	GTA		<b>TTC Access</b>	Yes

## Job Order Details

<b>Job Order#</b>	92005	<b>Job Developer</b>	Juanita
<b>No. Of Positions</b>	On-going program	<b>Date Posted</b>	August 22, 2007
<b>Date Revised</b>	March 25, 2009	<b>Date Closed</b>	