



Employment Opportunity **- Customer Service Manager -**

Date Required: Immediately
Position Category: Retail Banking, Administration
Position Status: Management, Full-time
Salary Range: Based on Knowledge, Skills and Experience
Location: Westbank, British Columbia
Application Deadline: May 21, 2019

Position Overview:

We are looking for an experienced professional in retail branch administration who provides a high level of customer service and assumes overall responsibility for the day to day administration of the Regional Office. The customer service manager manages a team and contributes to the productivity and success of the Regional Office. The role will lead, coach, and develop employees toward achieving customer experience, branch business objectives and ensuring compliance with company policies and procedures; securities laws and regulations. The role ensures a customer focus and is committed to servicing, while maintaining and building value-added relationships in administering a full range of retail banking products and services to our customers.

What we are looking for:

- Develop teamwork and manage the service team by providing training and coaching to customer service team in meeting established customer experience in company products and services
- Provides direction and ensures effective customer service is maintained while ensuring overall prompt and accurate processing of transactions on a daily basis
- Takes the initiative to lead and be consistent with achieving business results
- Ability to meet and understand the needs of customers and potential customers while exercising sound judgment in providing accurate, timely information for day to day branch control and security
- Accepts training, coaching and professional development opportunities and will develop and maintain a thorough working knowledge and understanding of: products and services, industry practices and principles, and regulations
- Ability to work to time constraints and have the ability to multi-task; highly dependable and works well under pressure
- Effectively demonstrates the ability to communicate and possess strong interpersonal skills
- Demonstrates strong organizational and planning skills to maintain overall customer service administration

Requirements include, but are not limited to:

- Minimum 3-4 years' experience in supervision and performance management
- Minimum 5 years of management experience in a financial institution
- Experience or possesses strong skills and knowledge in the Customer Service Experience
- Related post-secondary education, or equivalent combination of training and experience related to retail banking or business management is a definite asset
- Proficient in Microsoft Word and Microsoft Excel is mandatory

Compensation: Competitive salary based on necessary skills, qualifications and experience, plus our "No-Cost" comprehensive employee health benefit package and incentive programs.

**TO APPLY, SUBMIT COVER LETTER AND RESUME (REFERENCE: CSM-WB)
MARKED "PERSONAL & CONFIDENTIAL" TO:**

Peace Hills Trust Company
Human Resources Department
Phone: 780.421.1606 Facsimile: 780.585.3075
Email: human.resources@peacehills.com

- *We appreciate the interest of all applicants however only those selected for consideration will be contacted.*