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Contact Centre Representative

Job Location

Canada

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Base Salary

USD 2300 - USD 3800

Qualifications

A high school diploma or equivalent (college or university education is an advantage).

Employment Type

Full-time

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Hiring organization

Cibc

Date posted

December 26, 2024

Valid through

31.07.2025

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Description

Contact Centre Representative Job in Canada

Are you passionate about customer service and looking to join a top Canadian financial institution? CIBC is hiring **Contact Centre Representatives** to join their team and help provide exceptional service to clients across the country. If you enjoy assisting people, solving problems, and are eager to start a career in banking, this is the job for you!

Details of Contact Centre Representative Job in Canada

- **Position:** Contact Centre Representative
- **Location:** Various cities across Canada (Toronto, Vancouver, Calgary, Montreal, etc.)
- **Job Type:** Full-Time, Part-Time
- **Experience:** Open to freshers and experienced candidates
- **Knowledge Required:** Basic understanding of customer service principles
- **Age Requirement:** 18+
- **Salary:** CAD 3,000–3,800/month

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About the Job

CIBC is one of Canada's leading banks, offering a wide range of financial products and services. As a **Contact Centre Representative**, you will be the first point of contact for customers seeking assistance with their banking needs. You will work in a fast-paced, dynamic environment, responding to customer inquiries, offering solutions, and ensuring an excellent customer experience.

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CIBC prioritizes local candidates for this role, but **international candidates** with the necessary skills and qualifications are also encouraged to apply. **Visa sponsorship** and relocation assistance will be provided for eligible applicants.

Key Responsibilities

As a Contact Centre Representative, your role will include:

- Answering customer calls and assisting with inquiries about banking products and services.
- Resolving customer issues and offering appropriate solutions.
- Maintaining accurate records of customer interactions and transactions.
- Providing information about account balances, transaction history, and other banking-related details.
- Promoting CIBC products and services that may benefit customers.
- Working collaboratively with the team to meet performance and customer satisfaction targets.

Requirements

To be eligible for this role, you should have:

- A high school diploma or equivalent (college or university education is an advantage).
- Strong communication skills, both written and spoken.
- A passion for providing excellent customer service.
- Ability to work in a fast-paced environment and handle multiple tasks.
- A positive attitude and ability to work well in a team.
- Previous experience in a customer service role is a plus but not required.

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Preferred Skills

- Previous experience in a call centre or customer-facing role.
- Familiarity with financial products and services.

- Basic knowledge of banking systems and procedures.

Benefits

Working with CIBC comes with many perks, including:

- Competitive salary in Canadian dollars.
- Health and dental insurance coverage.
- Paid vacation and sick leave.
- Employee discounts on CIBC products and services.
- Opportunities for career advancement and professional development.
- Free visa sponsorship and relocation benefits for international applicants (if applicable).
- Flexible work schedules (based on position and location).

How to Apply

Interested candidates should submit their applications through the **official CIBC careers website**. Ensure that your resume is updated and highlights relevant experience and skills. Only applications submitted through the official website will be considered.

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Summary Overview

- **Position:** Contact Centre Representative
- **Job Type:** Full-Time, Part-Time
- **Location:** Toronto, Vancouver, Calgary, Montreal, and other cities in Canada
- **Salary:** CAD 3,000–3,800/month

Why Join CIBC?

CIBC is one of Canada's largest and most trusted financial institutions. By joining CIBC as a Contact Centre Representative, you'll be part of a supportive and dynamic team. The company values professional growth, customer satisfaction, and teamwork. While local candidates are preferred, CIBC also welcomes international applicants, offering visa sponsorship and relocation benefits.

Start your career with one of Canada's most respected banks. Apply today to become a part of the CIBC family!

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