

FINDING WORK



CIBC

The Company

The CIBC began with the founding of The Canadian Bank of Commerce on May 15, 1867 and a merger with the Imperial Bank of Commerce formed the current Canadian Imperial Bank of Commerce. The bank's history spans nearly two centuries and expansion into the West started at the turn of the twentieth century. For further information on the bank's history see www.cibc.com/ca/inside-cibc/history.html

CIBC Retail Markets is a full-service retail bank serving more than nine million clients across Canada with over 1,070 branches.

The Vermilion Branch serves its customers with three front line Customer Service Representatives, two Financial Service Representatives, and one Branch Service Representative/CSR. Two Financial Advisors provide Imperial Service and Small Business advice. On occasion the bank hires on call casual positions to fill in as required.

The Work

CIBC recognizes that the quality and calibre of employees are critical factors in client relationships, so the company works hard to create an environment where all employees can excel. The working conditions may require standing for long periods of time, open branch environment with some background noise, regular attention to detail is required.



The Ideal Candidate

The ideal candidate will possess the following attributes:

- Service oriented with excellent customer service skills
- Friendly and courteous
- Computer literacy
- Initiative with results orientation

Customer Service Representatives

Key accountabilities/Activities:

- Create a positive client experience by understanding and meeting service transactions quickly, professionally and accurately



Vermilion & District
Chamber of Commerce

Government
of Alberta



Town of Vermilion

- Take initiative to promote banking products and transactions services that meet client needs
- Recognize client needs and make quality referrals to colleagues
- Balance cash holdings
- Protect client privacy
- Identify client needs and sales opportunities

Financial Services Representative

Key Accountabilities/Activities:

- Responds to client-initiated requests and identifies clients' needs
- Opens new personal and non-personal accounts, provides access to ABM, Telephone Banking and Online Banking, and promotes other CIBC products and services based on client needs
- Acts as joint custodian for cash and securities
- Accurately captures and validates clients' personal and financial information
- Basic sales sufficient to promote and sell straight forward banking products and non-personal accounts to meet client needs.
- Mutual Funds of Canada course work is an asset

Financial Advisor

Key Accountabilities/Activities:

- Provide an exceptional experience for clients by responding to client-initiated requests and by identifying clients' needs through Financial Health Check conversations.
- Open new personal and non-personal accounts, provide access to ABM, Telephone Banking and Online Banking, and promote other CIBC products and services based on client needs.
- Address client concerns at the first point of contact where possible. Refer more complex situations to senior officers, as required.
- Initiate phone calls with clients to discuss their needs and to offer financial solutions.

- Act as joint custodian for cash and securities.
- Accurately capture and validate clients' personal and financial information, ensuring all documentation is completed in accordance with CIBC policies and procedures.

Financial Advisor/Business Account Manager

Key Accountabilities/Activities:

- Establishes and maintains strong customer relationships to determine small business customers' needs
- Provides advice and financial solutions
- Manages portfolio of small business customers
- Monitors individual customer needs and resolves problems
- Requires MFDA license
- Business, Commerce or Marketing degree an asset

Training

Customer Service Representatives are provided with in-house training through a Personal Development Plan of between two and four weeks, including job shadowing and observation. Other positions complete a two to six week Personal Development Plan, including customer experience, lending, client meetings to develop a knowledge of the full scope of the job.

Funding for professional development and/or distance education courses may be available.

Summer student opportunities may also be available.

Hours, Pay and Benefits

Regular Full Time employees work a 37 ½ hour week, Monday to Friday. The bank is closed weekends and on Statutory Holidays.

There is a full benefit package for full-time employees. Vacation is awarded according to the *Labour Standards Act* of Alberta. Employees are entitled to two weeks of vacation after one year of employment, and three weeks annually after two to ten years of employment.

How To Apply

Applicants should apply to vacancies online to www.cibc.com/careers and follow the appropriate links.

All applications are screened and initial interviews are arranged through regional headquarters. Following a successful initial interview, applicants will have a secondary interview locally.

Marlene Whitten
CIBC Vermilion Branch
4940 – 50 Avenue
Vermilion, AB T9X 1A4

Tel: 780 853-5351
Fax: 780 853-5987

The Vegreville,
Alberta branch
opened in a log
and mud hut



The Finding Work At Series can be found at www.jobsinvermilion.com, a website managed by the Vermilion and District Chamber of Commerce. This Series is a partnership project by the Government of Alberta, Vermilion and District Chamber of Commerce, Town of Vermilion and HUB. For more information, contact the Chamber at 780 853-6593.

**Government
of Alberta** ■