

FINDING WORK



TD CANADA TRUST

The Company

Originally located in Clandonald, the Toronto Dominion Bank opened its Vermilion Branch in the 1960s and has operated in the same location ever since. The TD Bank Financial Group is the seventh largest bank in North America by branches, and serves approximately 17 million customers. TD Canada Trust is TD Bank Financial Group's customer-focused personal and small business banking business.

These financial products and services are available through its branch banking network, telephone, internet bank, and "TD Green Machine" automated banking machines.

TD Canada Trust in Vermilion offers a full service range of personal and business credit and investing, mutual funds, term deposits, wealth management and insurance.

The Work

TD Canada Trust in Vermilion currently employs six staff members, three full-time, two part-time, and one casual member.

The Ideal Candidate

The ideal candidate is expected to possess the following attributes:

- Honest and reliable
- Good customer service skills with the ability to analyze customer needs and promote bank products and services
- A minimum of Grade XII
- Self confidence



- Good communication skills
- Work well with others
- Able to multi-task
- Meet the requirements of TD's professional dress code

Financial Services Representative

- Responsible for the majority of sales for credit, including mortgages, personal loans and small business loans
- Responsible for counselling customers on investments and credit
- Performs overrides for items
- Performs some supervisory duties



Vermilion & District
Chamber of Commerce

Government
of Alberta



Town of Vermilion

- Must be licensed to sell Mutual Funds
- Banking or business background is preferred
- Must have Grade XII. A degree or college diploma in an appropriate discipline is an asset
- Strong mathematics skills are an asset
- Strong computer skills
- Ability to develop relationships with customers to strengthen their relationship with TD Canada Trust

Customer Service Representative

- Process customers' transactions in an efficient and friendly manner e.g. cash deposits, bill payment,
- Promote and provide advice on TD Canada Trust products and services such as Visa, Simply Saved and Service programs, Overdraft Protection, Tax Savings
- Understand and apply branch operating policies and procedures
- Comply with Bank and industry codes of conduct
- Strong computer skills
- Ability to adapt quickly to change
- Must have good customer service skills
- Strong mathematics skills an asset
- Grade XII an asset
- Should have a good sense of character

Training

TD Canada Trust provides all staff with courses in Compliance Training in accordance with FCAC regulatory requirements, as well as training on issues such as robbery, privacy issues, security and money laundering. Mutual Fund executives undergo an annual review. The bank also encourages completion of courses through the Canadian Securities Institute.

Hours of Work

Hours of work are typically Monday to Thursday 9:30 a.m. to 4:00 p.m. and Friday 9:30 a.m. to 5:00

p.m. The bank is closed on Saturday and Sunday and all Statutory Holidays.

Full time employees work 7.5 hours a day (37.5 hour week). Part time hours vary and may comprise 30.5 or 26.5 hours a week as required.

Pay, Vacation and Benefits

TD Canada Trust pays its employees according to industry standards and takes pride in being competitive.

Vacation time is awarded as follows:

- 2 weeks for the first 2 years
- 3 weeks after 3 years of service
- 4 weeks after 10 years of service

Benefits include a full benefit package, pension and RRSP contribution plan and savings plan

How to Apply

Vacancies are typically advertised on the TD Canada Trust website www.tdcanadatrust.ca. Follow the link to TD Financial Group Career Centre and apply online. Positions are first posted internally, then externally and in local newspapers. Ability to relocate or travel may increase your opportunities to secure a position. When locally advertised in Vermilion, résumés may be forwarded by mail, fax or by e-mail to:

Marlene Beattie, Branch Manager
TD Canada Trust
5002 – 50 Avenue
Vermilion, AB

Tel: 780 853-5327
Fax: 780 853-5501