



## Financial Service Advisor - CUSTOMER CARE Job Description

As a Financial Service Advisor in Customer Care, you will provide personalized customer service to exceed clients' time and quality expectations. Advisors execute transactions promptly and accurately respond to client requests and inquiries. Advisors research customer inquiries concerning billing errors, disputed transactions, misapplied payments and other general inquiries. Heavy emphasis is placed on your communication and interpersonal skills. You understand the importance of world-class customer service and enjoy the challenge of meeting or exceeding goals. As a Financial Service Advisor, you play a key role in helping Chase retain and grow our business through your ability to provide high quality customer service.

- **Bilingualism (English/French) is required**
- Effective communication skills, both written and verbal
- Previous customer service, banking and/or call center experience preferred
- Ability to analyze multiple sources of information to determine best course of action
- Strong listening skills with the ability to probe for additional details
- Must be very willing to work in an environment that requires heavy phone-based customer interaction
- Using basic business mathematics, including percentages, decimals, Annual Percentage Rate calculations, and application of formulas
- Strong problem-solving skills and ability to make swift, sound judgments.
- Basic computing skills
- Must be flexible to work a variety of shifts
- Minimum High School Diploma required.

### HOURS

- Must be able to work full-time work week (40 hours per week), including holidays and weekends.
- Department hours are Monday – Friday 8:00am - 9:00pm, Saturdays 8:00am to 8:00pm. **\*\*Please note that these hours are subject to change based on business needs.**
- Training for 6 weeks (4 in classroom and 2 weeks for transition)

Please apply at [www.chase.com/jobs](http://www.chase.com/jobs)

**NOTE:** As part of the application process, you will be required to successfully complete an assessment online. Please ensure you are using **Internet Explorer** as your search engine to avoid technical difficulties.

**JPMorgan Chase offers an exceptional benefits program and highly competitive benefits package including medical, dental, retirement plan, and tuition reimbursement.**

**This position is located at 2220 Walkley Road in Ottawa, Ontario, Canada.**

**JPMorgan Chase is committed to employment equity and encourages applications from women, aboriginal peoples, persons with disabilities and members of visible minorities.**

**\*\*\*We thank all applicants for their interest in this position, however only successful candidates selected for an interview will be contacted\*\*\***