



Senior Client Service Representative Full-Time

Comox Valley
Courtenay

Thursday May 7, 2026

\$21 - \$25/ hour

Company: CIBC

Website:

https://cibc.wd3.myworkdayjobs.com/search/job/Courtenay-BC/Sr-Client-Service-Representative_2610227

Industry: Tourism/ Hospitality

Remote/Camp Based Job: No

How to apply:

https://cibc.wd3.myworkdayjobs.com/search/job/Courtenay-BC/Sr-Client-Service-Representative_2610227

Expiry Date:

Thursday, May 21, 2026

Details:

How you'll succeed

- Client engagement - Help clients manage their accounts and products. Focus on the client experience and make interactions meaningful. Connect clients to the right CIBC team members who can help them reach their goals.
- Problem solving - Listen, ask questions, and put yourself in the client's shoes. Act like an owner by taking accountability for client issues, and know when to lean on others to find better solutions.
- Leveraging technology - Become a technology expert. Share your knowledge by introducing clients to our mobile banking applications, helping them to better manage their banking needs.

•We're building a relationship-oriented bank for the modern world. We need talented, passionate professionals who are dedicated to doing what's right for our clients.

•At CIBC, we embrace your strengths and your ambitions, so you are empowered at work. Our team members have what they need to make a meaningful impact and are truly valued for who they are and what they contribute. To learn more about CIBC, please visit CIBC.com

What you'll be doing As a member of the Personal and Business Banking Team, you'll use your expertise in financial services products and customer service to help clients as they manage their day-to-day

banking needs. As a Senior Client Service Representative, whether it's taking the lead to answer questions, assisting with transactions, or proactively connecting clients with the right team members, you'll be the first line of support as clients work towards their financial goals. You're flexible to work our banking centre hours which may include evenings and weekends. To help deliver a great client experience, you're flexible to work at multiple banking centers within a reasonable travel distance. At CIBC we enable the work environment most optimal for you to thrive in your role. To successfully perform the work, you'll be on-site full-time.

How you'll succeed

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- Problem solving - Listen, ask questions, and put yourself in the client's shoes. Act like an owner by taking accountability for client issues, and know when to lean on others to find better solutions.
- Leveraging technology - Become a technology expert. Share your knowledge by introducing clients to our mobile banking applications, helping them to better manage their banking needs.

Who you are

- You put our clients first. You engage with purpose to find the right solutions. You go the extra mile, it's the right thing to do.
- You're goal oriented. You're motivated by accomplishing your goals and delivering your best to make a difference.
- You're passionate about people. You find meaning in relationships, and surround yourself with a diverse network of partners. You connect with others through respect and authenticity.
- You love to learn. You're passionate about growing your knowledge. You have a strong sense of curiosity.
- You engage with your heart and mind. You care about people and understand different perspectives. You listen and learn from the experiences of others.
- Values matter to you. You bring your real self to work and you live our values - trust, teamwork, and accountability.

What CIBC Offers

- At CIBC, your goals are a priority. We start with your strengths and ambitions as an employee and strive to create opportunities to tap into your potential. We aspire to give you a career, rather than just a paycheck.
- We work to recognize you in meaningful, personalized ways including a competitive salary, incentive pay, banking benefits, a benefits program*, defined benefit pension plan*, an employee share purchase plan, a vacation offering, wellbeing support, and MomentMakers, our social, points-based recognition program.
- Our spaces and technological toolkit will make it simple to bring together great minds to create innovative solutions that make a difference

for our clients. •We cultivate a culture where you can express your ambition through initiatives like Purpose Day; a paid day off dedicated for you to use to invest in your growth and development. *Subject to plan and program terms and conditions What you need to know •CIBC is committed to creating an inclusive environment where all team members and clients feel like they belong. We seek applicants with a wide range of abilities and we provide an accessible candidate experience. If you need accommodation, please contact Mailbox.careers-carrieres@cibc.com •CIBC is committed to clarity in our hiring process. All roles posted are opportunities we're actively recruiting for, unless stated otherwise. •You need to be legally eligible to work at the location(s) specified above and, where applicable, must have a valid work or study permit. •We may ask you to complete an attribute-based assessment and other skills test (such as simulation, coding, and French proficiency). •We use artificial intelligence tools during the recruitment process. Our goal for the application process is to get to know more about you, all that you have to offer, and give you the opportunity to learn more about us. Job Location •UNIT 500, 444 LERWICK ROAD Employment Type •Regular Weekly Hours •37.5

Qualifications & Experience:

Skills: •Client Issue Resolution •Client Service •Customer Experience (CX) •Digital Literacy •Empathy •Financial Products •Interpersonal Communication •Standards Compliance •Transaction Services
