



## **Specialisterne Canada is recruiting!**

**Specialisterne Canada specializes in working with businesses to hire people on the autism spectrum or who face similar challenges, particularly accessing employment. Presently, CIBC and Specialisterne Canada are working together to recruit for several different roles in Toronto in the Client Account Management Department and Anti-Money Laundering Group.**

CIBC places a high value on diversity in its workforce, recognizes the business benefits that accrue from responding to challenges from multiple perspectives, and is exercising a leadership position in the hiring of people with disabilities.

The teams in the anti-money laundering and client account management department at CIBC are cohesive groups of professionals working in a structured environment. Work is generally prioritized & assigned, and later reviewed & approved by team leads and managers, in line with established policies & protocols.

Specialisterne Canada provides recruitment, staffing solutions and management support to businesses interested in employing the skills and talents of neurodiverse people. A different perspective, alternative communication style, a passion for detail or other skills can be a great asset to any employer, yet because of standard recruitment processes and management practices, many people we know on the spectrum face natural barriers to accessing and maintaining employment. Our process is different and designed to avoid these barriers.

Descriptions of the roles are provided below. Applications should be submitted in full no later than April 27<sup>st</sup>, 2017.

### **Role Descriptions**

#### **CLIENT ACCOUNT ADMINISTRATIVE SUPPORT**

**Do you have a strong attention to detail? Looking for an opportunity to work in the financial sector? Would you be interested in overseeing transactions and managing client accounts?**

#### **Here is what you will do:**

- Conduct administrative tasks based on decisions and priorities made within your team. This could include the closing of client accounts, tracking invoices and placing codes on accounts
- Trace transactions to detect discrepancies and make required updates and corrections following standard procedures
- Communicate status updates to relevant partners such as retail branches or other departments
- Inform management of cases that are not conforming to standard processes



- Send letters to customers advising them of decisions made regarding their CIBC products
- After you are comfortable in the role, identify and recommend routine improvements and train new staff

## **In performing this role you will**

- Provide a high level of service to CIBC frontline employees and other core team members
- Apply a superior attention to detail to ensure accuracy in all activities
- Work effectively and independently on time sensitive deliverables
- Learn how to effectively use various database systems
- Use your knowledge of MS Excel and Outlook to complete required tasks
- Use your written communication skills to prepare emails, basic documents and letters

## **Nice to have**

- Document filing experience
- Bilingual French/English language is considered an asset

## **BUSINESS MONITORING ANALYST**

**Do you have strong analytical skills? Do you think logically and comprehensively? Do you have an aptitude for solving problems or making deductions from facts? Does working with computer systems to review account activity or report unusual transactions seem like something you would enjoy?**

## **Here is what you will do**

- Follow standard CIBC processes and policies to analyze information to identify risky behaviours and patterns.
- Report suspicious behaviours and patterns to management
- Use scripted communication to interact with CIBC clients by phone to collect information
- Use scripted communication to interact with CIBC managers and other staff members by email to provide feedback and respond with inquiries.
- Document the information collected, the actions taken and the resolution by updating internal databases
- When comfortable in the role, you may be given the opportunity to participate in the enhancement of existing procedures by identifying areas for improvement

## **In performing this role you will**

- Use your ability to effectively gather and analyze information and take action within established timelines.
- Learn how to effectively use internal computer applications
- With a strong attention to detail ensure a high level of accuracy in all activities
- Use your knowledge of MS Excel and Outlook to capture information, manage priorities and complete tasks
- Enjoy working independently and in a team environment



- Apply your strong written communication skills to prepare and send emails

## Nice to have

- Knowledge of risk management principles and/or retail banking policies

## **ANTI-MONEY LAUNDERING INVESTIGATION ANALYST**

**Are you attentive to details, and able to use computer tools to spot patterns? Does working with computer systems to review account activity or report unusual transactions seem like something you would enjoy? Are you willing to learn about anti-money laundering?**

### Here is what you will do:

- Gather background information and compile data
- Review account activity and investigate further depending on findings.
- Summarize your findings and recommend courses of action, which may include reporting or liaising with others

### In performing this role you will:

- Have a Bachelor's degree or equivalent experience in business, engineering, computer science, public management, mathematics, law, international relations or other experience providing similar background
- Analyze information and formulate action steps or conclusions
- Learn about money laundering, including regulatory requirements
- Gain general knowledge of banking, and/or the banking system, e.g. operations, lines of business, regulatory compliance, policy development & implementation, and internal controls
- Use office computer skills (Microsoft Office), and some hands-on experience with large computer systems
- Be able to work with minimal supervision (after learning the duties)

### Nice to have:

- Some training or experience relating to anti-money laundering or fraud detection
- A foreign language.

## **CREDIT QUALITY ASSURANCE ANALYST**

**Do you have strong organizational skills? Are you good at managing priorities? Would you enjoy investigating loan processes and their accuracy?**

### Here is what you will do

- Review loans following established procedures to ensure no errors were made when the loans were processed
- Reach out to management or colleagues to collect additional information when needed to complete the loan review



- Report any errors to the team manager or other business contacts within established timelines following standard processes and guidelines
- Reconcile and keep track of incoming loan accounts to ensure they are reviewed on time

## **In performing this role you will**

- Apply your computer skills and knowledge of MS Excel sufficient to edit and retrieve information and identify errors
- Use your strong organizational skills to effectively manage audit time constraints.
- Carry out repeatable tasks with a strong attention to detail and by following established operating guidelines
- Effectively manage priorities to complete loan reviews within deadlines

## **MUTUAL FUND DOCUMENTATION INDEXER**

**Do you have a strong attention to detail along with an interest in working in an office environment? Would you like to perform procedural tasks as part of a team supporting one of Canada's leading banks?**

## **Here is what you will do**

- View scanned mutual fund documentation for specific information and input this information directly into a computer database system
- Review and respond to emails sent to a shared mailbox
- Manipulate and split documents when required
- When comfortable in your role, you may be given the opportunity to help improve processes and assist in training new employees

## **In performing this role you will**

- Apply your knowledge of MS Word, Excel and a typing speed of minimum 35 words per minute
- Effectively transfer data from PDF documents to one or more CIBC applications
- Use your written communication skills to prepare and send emails to colleagues
- Locate specific pieces of information on scanned documents
- Work with a strong attention to detail



## **The Recruitment Process**

### **Application**

The first step in the recruitment process is for interested candidates to apply for the roles. This will involve completing an online questionnaire as well as submitting their resume to Specialisterne Canada. Instructions for applying are included below.

Applicants will be shortlisted for participation in the next step based on a review of each online questionnaire and assessing the likelihood of fit for the roles for which we are recruiting.

### **Employment Discovery Workshop**

The next step in the Specialisterne recruitment process is an Employment Discovery Workshop. It is a hands-on, task-based experience where you will work on specific projects in a relaxed setting. It is an opportunity to learn about our approach to hiring, and for us to get to know you – what motivates you, your interests and your skills. Every participant who attends will receive a summary profile useful with future employers.

### **Training Program**

Candidates whose profiles are well-suited for the roles for which we are recruiting will be invited to participate in a four-week skills evaluation and training program on the employer's site. It will include case studies, real-life projects, as well as training relevant to the roles and working environment.

### **Employment**

Employment offers are made to the candidates with the best fit. Once accepted, the individuals will transition into their positions at the organization. Specialisterne Canada will provide support where necessary, which may include modifications to the work environment.

Those not selected can have their profiles added to our database for consideration for other more suitable job opportunities in the future.

## **To Apply**

Please read the role descriptions carefully.

To apply and for more information on our recruitment process visit our website at [www.specialisterne.ca/opportunities](http://www.specialisterne.ca/opportunities).

Applications should be submitted in full no later than April 27<sup>st</sup>, 2017.

If you completed a Specialisterne questionnaire in the past, please do so again, as this one has been customized for this recruitment program.

If you have already attended a Specialisterne Discovery Workshop, wish to apply for one of these roles, please send an email to: [jobs@specialisterne.ca](mailto:jobs@specialisterne.ca)

Employ different thinking

**SPECIALISTERNE**  
Passion for details



## **For More Information**

Please direct any questions via email to [info@specialisterne.ca](mailto:info@specialisterne.ca). If you prefer to speak on the phone, send us an email and we will schedule a call.

For more information about CIBC, go to [cibc.com](http://cibc.com).

For more information about Specialisterne, visit our website [specialisterne.ca](http://specialisterne.ca).

We look forward to hearing from you!