



Specialisterne Canada is recruiting!

Specialisterne Canada specializes in working with businesses to hire people on the autism spectrum or with similar neurodiverse conditions. Presently, Specialisterne Canada is working with CIBC to recruit for roles in their Client Connectivity and Innovation department in Toronto.

Specialisterne Canada provides recruitment, staffing solutions and management support to businesses interested in employing neurodiverse talent. A different perspective or an alternative communication style can be a great asset to any employer, yet because of standard recruitment processes and management practices, many neurodivergent individuals face barriers to accessing and maintaining employment. Our process is designed to avoid these barriers.

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.

Descriptions of the roles are provided below. Applications should be submitted in full no later than **January 28, 2019**.

Role Descriptions

PLANNING ANALYST Full-time, Permanent Toronto (North York)

Is understanding data and trends your passion? Do you have a strong attention to detail and accuracy? Does supporting a team through identifying efficiencies in scheduling sound interesting to you?

Here is what you will do:

- Provide guidance and insights to CIBC contact centres by analyzing data and identifying trends related to call volume data and workforce schedules
- Use analysis findings to ensure accurate call centre workforce scheduling and compensation
- Learn how to forecast workforce requirements based on the review of historical data and data trends
- Use analytics to determine the best time to schedule internal activities within contact centres, including vacation, team meetings/events and focus groups

In performing this role, you will:

- Use your intermediate Microsoft Excel skills to collect, analyze and report on analysis findings

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- Use your investigative skills and problem-solving capability to identify trends and provide recommendations
- Use your strong organizational skills and ability to manage your time and schedule in order to prioritize time-sensitive requests

Nice to have:

- A post-secondary degree or diploma or experience in business, data analytics or another quantitative discipline
- Knowledge of predictive analysis and forecasting techniques
- An understanding of data automation or data processing or information flow

DOCUMENT REVIEW SPECIALIST

Full-time, Permanent

Downtown Toronto

Do you have a strong attention to detail and accuracy? Does reviewing documentation to ensure that information is correct and compliant with policies and regulations sound like something you would enjoy?

Here is what you will do:

- Review reports containing information needed for taxation purposes to ensure specific content is accurate by following established policies and guidelines
- Learn how to use internal CIBC systems to obtain reports and other required information
- Communicate with colleagues, managers and staff at CIBC branches to obtain necessary information and escalate issues
- When comfortable in the role, obtain and review reports and information of higher complexity, requiring investigative work

In performing this role, you will:

- Use your strong attention to detail to review information and identify issues and inconsistencies
- Use your ability to work independently and maintain a high focus to efficiently complete tasks
- Complete given tasks with a strong sense of integrity and professionalism
- Have an interest in learning new concepts and contribute to the improvement of processes

Nice to have:

- Previous exposure to office environments



DATA RECONCILIATION OFFICER

Full-time, 6-month contract

Downtown Toronto

Do you have a strong attention to detail and accuracy? Would you be interested in utilizing different technological platforms to validate client data for trading purposes? If so, this may be the right role for you.

Here is what you will do:

- Receive requests through e-mail from CIBC Branches on the behalf of corporate and private clients looking to trade capital
- Learn how to use internal CIBC platforms to create client profiles and assign correct trading codes according to established procedures
- Validate and ensure the accuracy of client data by reviewing information available on digital forms and in internal systems
- Ensure all mandatory documentation is compliant with Anti-Money Laundering standards and procedures
- Communicate with internal business partners by e-mail and phone, including CIBC branch representatives to support and inquire about initial trading requests

In performing this role, you will:

- Use your basic to intermediate data analysis and processing skills to resolve issues and validate client information
- Use your strong organizational skills and ability to multi-task to complete time-sensitive requests
- Use your knowledge of Microsoft Excel to capture information to meet external requests
- Learn how to simultaneously and effectively use different internal technological platforms to review and analyze information

Nice to have:

- Post-secondary degree or diploma within a quantitative discipline
- Previous experience working within a financial institution

INVESTIGATIONS OFFICER

Full-time, Permanent

Downtown Toronto

Do you think logically and comprehensively? Do you have strong organizational skills? Does searching for information and investigating gaps and issues sound like something you would enjoy?

Here is what you will do:

- Receive requests by e-mail, fax, phone, and internal systems from the Canada Revenue Agency (CRA) and other government bodies to provide information about bank client data needed for tax purposes

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- Conduct investigation and analysis to understand the reason for the request and the root issue by following CIBC established guidelines and protocols
- Gather relevant information and create client statements/profiles to meet third party requests
- 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 work independently and maintain a high focus to efficiently complete tasks
- Use your knowledge of Microsoft Excel to gather information needed to meet internal and external requests
- Use your strong organizational skills and ability to prioritize to handle time-sensitive requests
- Be comfortable in speaking with third party government representatives through e-mail and phone
- Have an interest in learning new concepts and contribute to the improvement of processes

Nice to have:

- Previous knowledge of retail banking procedures
- Previous knowledge or experience of reviewing legal documents

DIGITAL INSIGHTS AND INTEGRATION ANALYST

Full-time, Permanent

Downtown Toronto

Are you an analytical thinker? Would you like to use your skills and experience in working with large datasets to analyze data and give insights into the performance of digital sales and strategies within a bank? If so, this role may be a good one for you.

Here is what you will do:

- Use internal systems and sources to extract data relating to programs, campaigns and initiatives associated with digital sales and strategies
- Filter, transform and transfer the data into SQL environments for analysis and manipulation
- Analyze, decipher and summarize the data using Microsoft Excel, advanced functions and pivot tables
- Work individually and sometimes in collaboration with others to create reports and provide insights to stakeholders as they relate to digital programs and metrics

In performing this role, you will:

- Have a post-secondary degree or diploma in business, marketing, technology, mathematics, finance, information management, statistics or related quantitative field or equivalent experience

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- Use your experience of working with large datasets and intermediate to advanced Microsoft Excel skills to analyze and manipulate data
- Use your understanding of SQL and visualization techniques to make sense of information and present findings
- Use your investigative skills and interest in finding the 'why' behind data to identify relevant patterns and to draw conclusions

Nice to have:

- Previous exposure or experience with analytical tools, platforms and software such as SAS, Google Analytics, Adobe Analytics, Hadoop, SAS or R

BUSINESS INTELLIGENCE CONSULTANT

Full-time, 6-month contract

Downtown Toronto

Would you be interested in working with different business groups within a bank to identify data requirements to enhance Business Intelligence (BI)? Are you organized and able to effectively communicate ideas and findings? If so, the role of Business Intelligence Consultant might be a good one for you.

Here is what you will do:

- Work with different business groups and IT professionals to define specific data requirements for various environments
- Discuss data needs with business users and provide detailed requirements to IT professionals with a focus on maintaining and building strong relationships between the teams
- Provide advice and guidance to BI tools users on what processes to follow to assure effective tool implementation and management
- Support the management and tracking of client commitments to ensure needs and deadlines are met in accordance to agreed timelines

In performing this role, you will:

- Have a post-secondary degree or diploma in science, technology, mathematics, statistics or related quantitative field
- Use your familiarity with common BI and data analytics concepts and terminology to discuss data requirements
- Use your communication skills to provide advice and discuss business needs and build relationships with various stakeholders
- Have an interest in learning new concepts and contribute to the improvement of processes

Nice to have:

- Previous project management/control experience
- Knowledge or a background in Business Intelligence



SOFTWARE DATA ENGINEER
Full-time, 12-month contract
Downtown Toronto

Do you enjoy working with SQL and Python? Does supporting a team of Data Engineers on software development projects sound interesting to you?

Here is what you will do:

- Work in a small and agile team to help improve and make additions to applications used within various CIBC businesses
- Build and optimize data pipelines, architectures and data sets using various programming languages and big data tools
- Manipulate, process and extract values from large disconnected datasets to support data transformation and workload management
- Performing root cause analysis on internal and external data to identify issues and areas for improvement

In performing this role, you will:

- Have a post-secondary degree or diploma in Computer Science/Engineering, Mathematics, Data Science or other quantitative discipline
- Apply your strong SQL programming skills and experience of working with relational databases to retrieve and manage data
- Use your knowledge of data automation and optimization and Python, Java and/or Scala programming skills to help improve applications and functions
- Use your knowledge of big data tools such as Hadoop and Spark to query and process structured data

Nice to have:

- A Master's degree in Computer Science/Engineering, Mathematics, Data Science or related field
- Experience with data analysis/modelling, data pipeline and workflow management tools such as Azkaban, Luigi, Airflow or AWS/GCP/Azure
- Experience with stream processing systems such as Storm and Spark-Streaming



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.

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.

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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.

Applications should be submitted in full no later than **January 28, 2019**.

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 participated in a Specialisterne Employment Discovery Workshop but wish to be considered for these roles, please send an email to info@specialisterne.ca.

For More Information

Please direct any questions via email to 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

For more information about Specialisterne, visit our website specialisterne.ca.

We look forward to hearing from you!