



**Company:** HSBC Canada

**Title:** Career Opportunities for Indigenous Peoples & Persons with Disabilities

**Job Field:** Branch and Retail Banking

**Primary Location:** North America-Canada

**Schedule:** Full-time

**Shift:** Day Job

**Type of Vacancy:** Country vacancy

**Date:** Ongoing Opportunities Available

**Description:**

Please note: This posting is intended for applicants who self-identify as Indigenous (First Nations, Inuit or Metis) or individuals who self-identify as being a person with a disability.

HSBC is Canada's leading international bank – there is no one like us in this market.

Our ability to bring our global experience and perspective to evolving trends and issues in Canada has been a tremendous benefit to our clients. With our offer of unique banking solutions, as well as an extensive global network, no one is better placed to support internationally minded individuals and businesses.

HSBC helps companies and individuals across Canada to do business and manage their finances internationally through three global business lines: Commercial Banking, Global Banking and Markets, and Wealth and Personal Banking.

It's through this global connectivity that you will find yourself inspired, collaborating with colleagues not just locally but also across continents and cultures.

At HSBC Bank Canada you will be given the opportunity to start a career with a global company and one of the world's top 50 brands. You'll have the chance to build on your education and past experience and gain hands on, practical experience in your area of study or chosen field.

There are opportunities throughout HSBC Bank Canada in a wide range of departments, functions and lines of business. In order to be considered for the role, please be ready to discuss your areas of interest and what value you can bring to the organisation. Our Resourcing Team and the Diversity and Inclusion Team will then work with you to try to align you to an opportunity that complements your knowledge, skills and abilities.

The role could be a front office or back office function, providing customer service, administrative and/or project support for assigned areas of the Company. Within the assigned role, candidates may do the following:

- Complete a broad range of processing, administrative, operational, customer service and/or accounting-related specialized duties in support of assigned area(s).



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- Resolve unusual issues, investigating their sources to minimize or eliminate further occurrences.
- Reconcile and balance accounts, verify accuracy of computation and resolve discrepancies.
- Maintain appropriate records of activity and assist in development and maintenance of procedural and/or training manuals.
- Complete research and compile material for management to render recommendations; provide support, as directed, to correct identified problems.
- Whatever the role, the successful candidate will be expected to work with stakeholders to
- Meet expectations in terms of speed, certainty and efficiency of response
- Maintain superior and courteous service to internal and external contacts
- Ensure branch or work area is maintained in accordance with HSBC standards
- Promote an environment that supports diversity and reflects the HSBC brand.
- Demonstrate group capabilities.
- Ensure activities comply with pertinent internal standards and external regulations.
- Ensure that all employees are aware of and effectively identify and manage applicable money laundering (ML), terrorist financing (TF), sanctions and reputational risks.
- Ensure compliance of both general and anti-money laundering and anti-terrorist financing (AML/ATF) compliance controls.
- Ensure compliance of operational risk controls in accordance with HSBC or regulatory standards and policies; and optimize relations with regulators by addressing any issues.
- Promote an environment that supports diversity and reflects the HSBC brand.
- Maintain HSBC internal control standards, including timely implementation of internal and external audit points together with any issues raised by external regulators.

### Qualifications

#### Knowledge & experience / Qualifications:

- High school graduation is required and a degree in business or a related field would be an asset.
- Proven organizational, planning, analytical, problem-solving, customer service and communication skills.
- Proficiency with personal computers and office equipment.
- Ability to learn quickly and work independently.
- Ability to maintain confidentiality.

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As a business operating in markets all around the world, we believe diversity brings benefits for our customers, our business and our people. This is why HSBC Canada is committed to being an inclusive employer and encourages applications from all suitably qualified applicants irrespective of background, circumstances, age, disability, gender identity, ethnicity, religion or belief and sexual orientation.

Please note: This posting is intended for applicants who self-identify as Indigenous (First Nations, Inuit or Metis) or individuals who self-identify as being a person with a disability.

**To be considered for this role, please email your resume and cover letter directly to Jake's House HR Manager: [soniaupadhya@jakeshouse.ca](mailto:soniaupadhya@jakeshouse.ca).**