

FINANCIAL CUSTOMER SERVICE REPRESENTATIVES

NOC 64400: CUSTOMER SERVICES REPRESENTATIVES - FINANCIAL INSTITUTIONS

Process customers' financial transactions and provide information on banking products and services.



3-YEAR OUTLOOK



Moderate

3-YEAR JOB OPENINGS

227

MEDIAN HOURLY WAGE

$22.00

$17.43 LOW

$27.00 HIGH

TYPICALLY REQUIRED



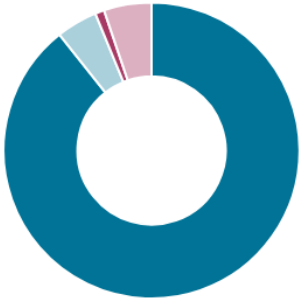
High school / on-the-job training

EMPLOYED

1,815

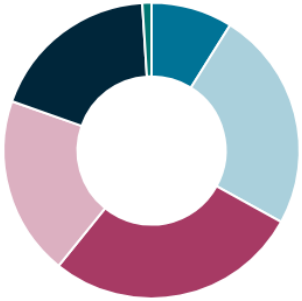
AVERAGE SALARY

$43,000



EMPLOYMENT BY INDUSTRY

89.3%	Finance and insurance
4.5%	Administrative and support, waste management and remediation services
1.0%	Public administration
5.2%	All Other Industries



EMPLOYMENT BY AGE

8.9%	15-24
24.1%	25-34
27.8%	35-44
19.6%	45-54
18.6%	55-64
1.0%	65+

ALSO KNOWN AS

- Bank Teller
- Credit Union Teller
- Financial Customer Service Representative
- Foreign Exchange Teller - Financial Services

MAIN DUTIES:

This group performs some or all of the following duties:

- Process customer cash deposits and withdrawals, cheques, transfers, bills and credit card payments, money orders, certified cheques and other related banking transactions
- Obtain and process information required for the provision of services, such as opening accounts and savings plans and purchasing bonds
- Sell travellers' cheques, foreign currency and money orders
- Answer enquiries and resolve problems or discrepancies concerning customers' accounts
- Inform customers of available banking products and services to address their needs.

