

# CUSTOMER SERVICES REPRESENTATIVES - FINANCIAL INSTITUTIONS (NOC: 6551)



Completion of **secondary school** is required and a diploma in business administration may be required.

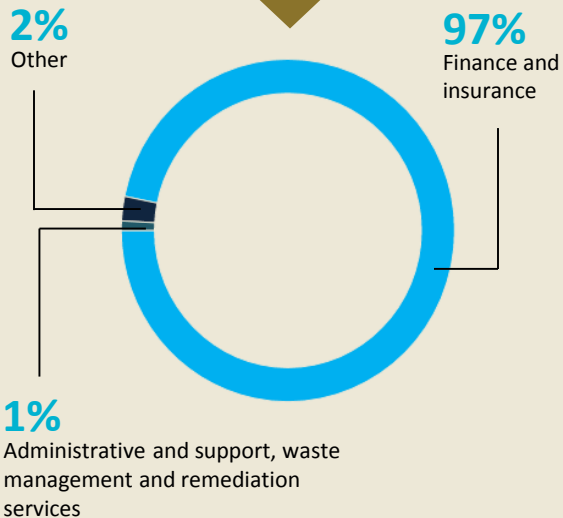


Work Prospects (2018 - 2020): **Good**

Customer service representatives in this unit group process customers' financial transactions and provide information on related banking products and services. They are employed by banks, trust companies, credit unions and similar financial institutions.



## Employment by Industry



## Examples of duties performed

- 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.



## Sample Job Titles

Bank teller

Foreign exchange teller

Financial customer service representative

# 473

Job Openings  
2017-2026

# \$17.20

Median  
Wage  
(per hour)



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