



Everyday Banking Advisor 2

Our bottom line is different.

There's something special about working at ATB, and it's been recognized on every [top employer list](#) that matters. Maybe it's our exceptional culture where your [total wellness](#) is supported through market-leading benefits and you're free to bring your whole self to work. Maybe it's our commitment to a growth mindset and our unrelenting thirst for [making it possible](#) for fellow Albertans—even the ones who aren't our clients.

Whatever it is, you won't find a more genuine, driven and knowledgeable group of humans anywhere. We foster a culture of purpose, performance and possibilities. We engage with intense curiosity, and bring our whole selves to work, every day. We know it starts with people like you, so take a chance and start with us.

Department: Everyday Financial Services (EFS)

Paygrade: G-PFS

System Job Title: Retail Banker 2

Leader: Branch Manager

As ATB's next Everyday Banking Advisor 2, you understand what client-centricity is. When our client's enter the branch, you put them at the centre of everything you do. You take ownership of delivering truly remarkable experiences that set ATB apart in our client's heart and mind. You are an effective team member providing outstanding experience directly to all clients in line with the strategy, service standards, vision and values of Everyday Financial Services. In a world where clients increasingly choose the values of a company over the value of what they buy, this will ensure they choose ATB.

Accountabilities:

- Spend 80% or more of your day providing human-centred advice and assistance to



ATB clients.

- Are intellectually hungry and curious to seek out information that you can then use to provide advice to the client, so the client has what is necessary to make informed decisions.
- Build sustainable deep relationships and trust with clients through open and interactive communication.
- Are professional, responsive and effective at establishing a positive rapport with our clients each and every time.
- Effectively translate information by using the right methods/tools on policies and processes when providing advice to our clients.
- Confidently utilize multiple digital tools and products available in ATB's digital ecosystem to provide an enhanced client experience.

Requirements:

- 5+ years of client service experience
- 1-3 years of relevant experience in the retail banking industry
- Experience with lending products (loans, credit cards, etc.) would be an asset*
- Post Secondary degree/diploma in finance, business administration, or a related field

At ATB, we know that as you develop in your career, you gain many transferable skills. If you believe your experience and qualities are what we are looking for, please consider applying!

Interested? If you know one of our team members, BEFORE applying, reach out to them and ask them for a referral link to help your application stand out.

Online applications are preferred. Please let us know if you require any accommodations.

Benefits

Be great. Be you. Believe.

We are dedicated to building a workforce reflective of the diversity within our communities and creating an environment where every team member has what they need to reach their potential. We encourage candidates from all equity-seeking groups to apply.

What happens [next?](#)



Thank you for applying online. If you are shortlisted for this opportunity, you will hear from us after the posting close date regarding next steps. We might ask you to participate in a [digital interview](#) or phone interview. If you require any accommodations, please let us know.

Stay in touch!

ATB is excited to know you're interested in a career with us! Follow us on [LinkedIn](#), [Facebook](#) and [Instagram](#) to get the inside scoop on what our team is up to.