

**OCCUPATION
HIGHLIGHTS**
#1

 Occupation in the
Finance and Insurance
Sector

(17% of all jobs in the sector)

Number of jobs 2017

292
**CHANGE IN # OF JOBS
2016 - 2017**
↑ 5%

 Median Earnings (2017)
\$15.95/hr

 Earnings Range (2017)
\$13.15/hr → \$19.64/hr

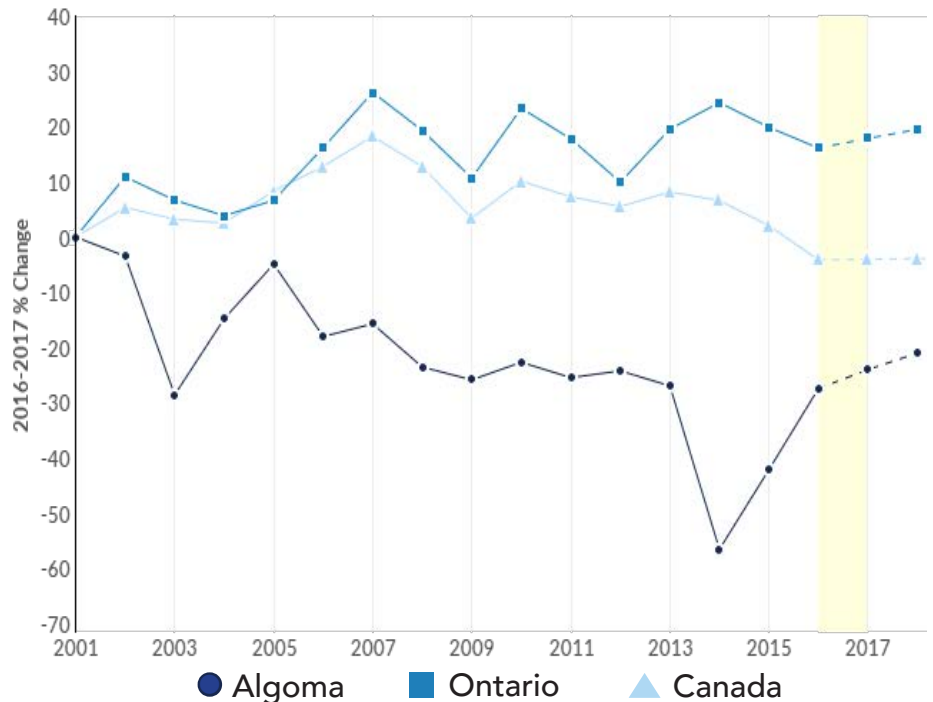
Aging Workforce
39% Over the age of 45

Gender

88% Female 12% Male

**CUSTOMER SERVICE REPRESENTATIVES -
FINANCIAL INSTITUTIONS
NOC 6551**
**Customer Service Representatives - Financial
Institutions**

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 Trends


REGION	2016 JOBS	2017 JOBS	CHANGE	% CHANGE 2016 - 2017	MEDIAN HOURLY EARNINGS
Algoma	278	292	14	5%	\$15.95
Ontario	39,634	40,231	597	2%	\$17.50
Canada	88,564	88,646	82	0%	\$17.71

Job Titles

- accounts information service clerk
- bank customer service officer
- bank teller
- credit union teller
- current account representative
- customer service agent
- head teller
- proof teller
- savings account teller
- senior teller
- trust company teller

INDUSTRIES OF EMPLOYMENT

DEPOSITORY CREDIT INTERMEDIATION	88%
ACTIVITIES RELATED TO CREDIT INTERMEDIATION	4%
NON-DEPOSITORY CREDIT INTERMEDIATION	2%
SECURITIES AND COMMODITY CONTRACTS INTERMEDIATION AND BROKERAGE	2%
OTHER FINANCIAL INVESTMENT ACTIVITIES	1%

What Are The Typical Job 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

Campus Based Courses Available In Algoma

- Bachelor of Business Administration (Algoma University)
- Business (Sault College)

Customer Service Representatives - Financial Institutions In Algoma

REGION	2016 JOBS	2017 JOBS	2016 - 2017 CHANGE	2016 - 2017 % CHANGE
Sault Ste. Marie	519	230	11	5%
Elliot Lake	33	34	1	3%
Blind River	13	14	1	8%
Hornepayne	11	11	0	0%
Wawa	<10	<10	-	-