



<https://intscanada.com/job/manager-process-management-voice/>

Manager, Process Management

Description

161 Bay Street (93021), Canada, Toronto, Toronto, Ontario,

Hiring organization

INTS Consulting

Date posted

2023-09-13

Manager, Process Management – Voice

Our Capital One Process Team.

Process Managers love solving problems and making things better.

Our Process Managers are deployed across all areas of the business – Fraud, Customer Service, Customer Acquisitions, Payments and more – and have a huge impact on ensuring we are consistently keeping our customer promises and solving complex problems to help make us more efficient. You're guaranteed to be part of a smart, talented team of people responsible for creating and enhancing processes that aim to deliver excellence to your customers in every interaction.

Working with us

How do we do things at Capital One Canada? We listen — to our people, and to our customers. We change with the times and have adopted a flexible hybrid model (remote and/or in-office). A flexible hybrid working model is one that creates the opportunity to match the work that we do to the environment that best supports that work. We recognize that everyone has a unique working pattern so we're open to discussing flexible working arrangements that will best accommodate you.

At Capital One we're committed to diversity, inclusion and belonging. We strive to build a culture where diverse perspectives are valued, innovative ideas are encouraged and inclusive behaviours are embedded in everything we do to positively impact associates. Strive to build a culture where diverse perspectives are valued, innovative ideas are encouraged and to help challenge the status quo and create the best outcomes for everyone.

We're focused on helping associates live well—physically, financially and emotionally. When you join us, we support you and those who are most important to you, offering full coverage for spouses, domestic partners, and dependents. We've designed our benefits program to be flexible, comprehensive and consistent across our organization. From health and fitness center discounts, to training and professional development programs—and much more—you'll discover that Capital

For technical support or questions about Capital One’s recruiting process, please send an email to Careers@capitalone.com

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