



## BMO Financial Group – Digital Vacancies

[Channel  
Operations  
Coordinator](#)

[Digital Product  
Manager  
\(x4\)](#)

[Team Lead,  
Usability  
Analyst](#)

[Team Lead, UX  
Designer](#)

[UX Designer](#)

[Digital Product  
Manager U.S.](#)

# BMO Financial Group

## Channels Operations Coordinator



**Leap forward in your digital career at a bank that's reimagining the future of customer experience.**

BMO's vision is to be the bank that defines great customer experience. Our customers are front and centre in everything we do. After all, money is personal, and a bank should be too. We're people first and bankers second – and we care about our employees, our customers and the people in our communities.

We're on a journey to transform banking for the digital age, and we're looking for passionate people with revolutionary ideas to enhance the customer experience and differentiate BMO in the marketplace.

Whether you're starting out in your career or looking for a challenge, BMO offers a range of possibilities to help you achieve your very best. You'll get to know our business quickly, your ideas will be heard and your potential will always be recognized. Join BMO and be part of a company changing how people think of banking, with big goals and bigger dreams, and get opportunities to grow your career and your financial future.

*BMO Financial Group is committed to an inclusive, equitable and accessible workplace. By embracing diversity, we gain strength through our people and our perspectives.*



### **As a Channels Operations Coordinator, you will**

- Manage day-to-day operations, solve issues (both simple and complex), make minor changes and complete other maintenance activities to support the overall health of all of our digital channels (tablet, mobile, online, Personal Financial Management tool, alerts)
- Monitor detailed channel KPIs
- Provide occasional support to the Digital Product Managers (across all Digital domain expertise) from pre-launch to delivery, to maximize the efficiency and effectiveness of the Digital channels
- Demonstrate curiosity and passion for Digital and a hunger for customer service
- Be a champion and active user of BMO's digital channels
- Be flexible, jumping in to address problems as they arise and balance multiple priorities
- Be comfortable managing dynamic business priorities and express a willingness to challenge the status quo
- Be action- and execution-oriented, with the ability to bring an idea from plan to reality
- Demonstrate an entrepreneurial spirit, comfortable working in a fast paced environment
- Work with partners across BMO's Digital and Technology teams to analyze data, identify opportunities, and make recommendations for enhancements



## **Qualifications and experience**

- In-depth knowledge of BMO's digital channels
- Expertise in Mobile channels
- Strong understanding of digital technology
- Strong ability to creatively solve problems
- Knowledge of BMO's products and services
- Frontline customer service experience
- Self-motivation and drive to investigate and troubleshoot solutions



**Join us:** Channels Operations Coordinator

# BMO Financial Group

## Digital Product Manager



**Leap forward in your digital career at a bank that's reimagining the future of customer experience.**

Are you a curious and proactive thinker who is fascinated by digital channels? Make your mark in the digital space by helping BMO re-imagine how we interact with customers.

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### **As a Digital Product Manager, you will**

- Act as an advocate for the customer
- Drive leading-edge strategies from idea to execution, to keep BMO a step ahead of the competition
- Plan, design and develop integration technology across multiple channels, business groups, geographies and customer segments
- Work across functions, bringing together key stakeholders to deliver the best products
- Identify emerging technologies and trends and the potential impact, threats and opportunities for digital product platforms
- Have one of these areas of expertise: Account & Money Management; Money Movement; Alerts



## Qualifications and experience

- A high level of curiosity, comfort with ambiguity and willingness to challenge the status quo
- Action and execution oriented, with ability to bring an idea from plan to reality
- Entrepreneurial spirit, comfortable working in a fast paced environment
- Minimum 2 years' track record of building and deploying digital initiatives across mobile, tablet & desktop within the financial services industry
- In-depth knowledge of digital technologies, UX design practices, usability testing and digital analytics
- Good understanding of user interfaces and front-end design within Financial Services
- Demonstrated ability to respond strategically in a fast-paced environment with changing priorities



**Join us:** [Digital Product Manager](#)

# BMO Financial Group

## Team Lead, Usability Analyst



**Leap forward in your digital career at a bank that's reimagining the future of customer experience.**

Are you passionate about people and their experiences with technology? Are you known for your empathy? Want to lead the evaluate new and existing interfaces, test a variety of solutions with users, and present findings and recommendations to drive future design improvements. In other words, you'll change how it feels to be a customer at BMO!

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### **As a Team Lead, you will**

- Lead of team of usability analysts and work with internal stakeholders to meet project deliverable with the highest standard of quality
- Be an active influencer of future innovations and ability to make things happen through positive influence
- Work effectively and independently with executives, stakeholders and subject matter experts to inform high-quality solutions that provide great experiences
- Mentor and contribute to the professional development of other visual designers



## Qualifications and experience

- A high level of curiosity, comfort with ambiguity and willingness to challenge the status quo
- Action and execution oriented, with ability to bring an idea from plan to reality
- Entrepreneurial spirit, comfortable working in a fast paced environment
- Advanced degree (or equivalent experience) in human computer interaction, human factors, cognitive/experimental psychology or interaction design
- Strong observation, interaction and facilitation skills
- Excellent analytical skills, able to review and synthesize large amounts of information and distill into meaningful insights
- Ability to articulate ideas, promote usability, and persuade audiences on paper and in person
- Adaptability to work with various business groups and projects



**Join us: Team Lead – Usability Analyst**

# BMO Financial Group

## Team Lead, UX Designer



**Leap forward in your digital career at a bank that's reimagining the future of customer experience.**

Are you passionate about people and their experiences with technology? Are you known for your empathy? As Team Lead, you'll coach and mentor a team of UX Designers, manage the end-to-end UX process and help them drive future design improvements that meet the needs of customers and the bank.

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### **As a Team Lead, you will**

- Lead the digital experience design process
- Provide expertise and thought leadership, best practices recommendations from a human factors perspective, towards overall BMO Digital strategy
- Work effectively and independently with stakeholders, subject matter experts and users
- Manage the team's activities of analysis and process design to create high-quality solutions that provide great experiences
- Mentor and contribute to the professional development of other UX designers
- Actively influence future innovations





## Qualifications and experience

- Proven leadership skills
- A high level of curiosity, comfort with ambiguity and willingness to challenge the status quo
- Action and execution oriented, with ability to bring an idea from plan to reality
- Entrepreneurial spirit, comfortable working in a fast paced environment
- Advanced degree (or equivalent experience) in human computer interaction, human factors, cognitive/experimental psychology or interaction design
- Strong knowledge of the digital space including online, mobile, tablet and digital sales
- Ability to articulate ideas, promote usability, and persuade audiences on paper and in person
- Adaptability to work with various business groups and projects



**Join us: Team Lead – UX Designer**

# BMO Financial Group

## UX Designer



**Leap forward in your digital career at a bank that's reimagining the future of customer experience.**

Are you passionate about design, people and their experiences with technology? As a UX Designer, you'll define and craft the user experience – helping to transform digital banking. In other words, you'll change how it feels to be a customer at BMO!

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### **As a UX Designer, you will**

- Take ownership of the user experience, defining and influencing the way it develops
- Conceptualize and design new features and enhancements for multiple digital platforms
- Present design concepts for stakeholder review meetings and engage in a friendly critique session in order to come up with great design
- Manage updates and evolving digital standard guides
- Collaborate with senior stakeholders and team members to find creative solutions to evolving problems.



## Qualifications and experience

- A high level of curiosity, comfort with ambiguity and willingness to challenge the status quo
- Action and execution oriented, with ability to bring an idea from plan to reality
- Entrepreneurial spirit, comfortable working in a fast paced environment
- University degree in Computer Science, Interaction Design, Graphic Design or other relevant discipline
- At least 3 years' experience in human-computer interaction, internet design principles, W3C standards, accessibility considerations and user research techniques
- In-depth knowledge of design thinking, user experience principles, usability testing, user-centred design practices and web tracking metrics tools
- Experience in executing a financial services and online customer experience, including visual design, navigation, and information architecture
- Knowledge of web technologies, including platforms, devices, HTML, CSS and JavaScript
- Expertise in design software (e.g., Illustrator, Photoshop, InDesign)
- Adaptability to change as new opportunities and problems present themselves



**Join us: UX Designer**

# BMO HARRIS BANK Financial Group

## Digital Product Manager US



**Leap forward in your digital career at a bank that's reimagining the future of customer experience.**

Are you a curious and proactive thinker who is fascinated by digital channels? Make your mark in the digital space by helping BMO HARRIS BANK re-imagine how we interact with customers.

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We're on a journey to transform banking for the digital age, and we're looking for passionate people with revolutionary ideas to enhance the customer experience and differentiate BMO HARRIS BANK in the marketplace.

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### **As a Digital Product Manager, you will**

- act as an advocate for the customer
- drive leading-edge strategies from idea to execution, to keep BMO HARRIS BANK a step ahead of the competition
- plan, design and develop integration technology across multiple channels, business groups, geographies and customer segments
- work across functions, bringing together key stakeholders to deliver the best products
- identify emerging technologies and trends and the potential impact, threats and opportunities for digital product platforms
- have one of these areas of expertise: Payments and/or Mobile



## Qualifications and experience

- A high level of curiosity, comfort with ambiguity and willingness to challenge the status quo
- Action and execution oriented, with ability to bring an idea from plan to reality
- Entrepreneurial spirit, comfortable working in a fast paced environment
- Minimum 2 years' track record of building and deploying digital initiatives across mobile, tablet & desktop within the financial services industry
- In-depth knowledge of digital technologies, UX design practices, usability testing and digital analytics
- Good understanding of user interfaces and front-end design within Financial Services
- Demonstrated ability to respond strategically in a fast-paced environment with changing priorities



## Join us!

At BMO Harris Bank, we have been helping our customers and communities for over 130 years. Working with us means being part of a team of talented, passionate individuals with a shared focus on working together to deliver great customer experiences. We stand behind your success with the support you need to turn your potential into performance.

To find out more visit our website at [www.bmoharris.com/careers](http://www.bmoharris.com/careers).

BMO Harris Bank is committed to an inclusive, equitable and accessible workplace. We are an Equal Opportunity Employer. By embracing diversity, we gain strength through our people and our perspectives. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, protected veteran or disabled status, or genetic information.

At BMO, you have more than a job. We help you turn your potential into performance. Working here means being part of a team of talented, passionate individuals with a shared focus on working together to deliver great customer experiences.

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