

Job Posting:175591 - Position: W26 Process Engineering Analyst Co-op, Continuous Improvement & Data Insights175591

Co-op Work Term Posted: 2026 - Winter
App Deadline 11/28/2025 11:59 PM
Application Method: Through Employer Website
Posting Goes Live: 11/21/2025 02:24 PM
Job Posting Status: Approved

ORGANIZATION INFORMATION

Organization CIBC
Address Line 1 25 King Street West
City Toronto
Postal Code / Zip Code M5L 1A2
Province / State ON
Country Canada

JOB POSTING INFORMATION

Placement Term 2026 - Winter
** Job Title ** W26 Process Engineering Analyst Co-op, Continuous Improvement & Data Insights175591
Position Type Co-op Position
Job Location Toronto, ON
Country Canada
Duration 12 months
Salary Currency CAD
Salary Salary Not Available, 37.5 Major List
Job Description

Job Title: Process Engineering Analyst Co-op, Continuous Improvement & Data Insights - 12 Months

Job ID: 2520997

End Date: November 28, 2025

We're building a relationship-oriented bank for the modern world. We need talented, passionate professionals who are dedicated to doing what's right for our clients.

At CIBC, we embrace your strengths and your ambitions, so you are empowered at work. Our team members have what they need to make a meaningful impact and are truly valued for who they are and what they contribute.

To learn more about CIBC, please visit [CIBC.com](https://www.cibc.com)

What you'll be doing

As a Process Engineering Analyst, Continuous Improvement and Data Insights Co-op for the Complaints Management Program (CMP), you will support the CMP's mandate by helping to optimize the operational processes and capabilities associated with CIBC's complaint handling framework. The CMP is a centre of excellence established to ensure compliance with complaint handling requirements mandated by the Financial Consumer Agency of Canada (FCAC), while targeting a high performing operating model that differentiates CIBC from its industry peers in the handling of complaints, delivering on our Purpose for our clients. You will play a key role in supporting both the Continuous Improvement and Data & Insights teams for the complaints journey, which leverage methodologies and principles from lean, six sigma, and service design.

At CIBC we enable the work environment most optimal for you to thrive in your role. Details on your work arrangement (proportion

of on-site and remote work) will be discussed at the time of your interview

Important information

- We may ask you to complete an attribute-based assessment and other skills tests (such as simulation, coding, French proficiency, MS Office). Our goal for the application process is to get to know more about you, all that you have to offer, and give you the opportunity to learn more about us.
- You are in your third or fourth year of undergraduate studies in a STEM program at a Canadian University and are eligible to complete a 12 month co-op term.
- Recruitment Timeline: Applications review - September/ October; Interviews - September/ October; Offers - October / November
- Please include your resume (no more than 2 pages), a cover letter (no more than 1 page), and your most recent unofficial transcript with your application. These should all be uploaded into the Resume section of the application as one pdf document
- This is a 12 month co-op opportunity

How you'll succeed

- Process Management - support and assess current state performance and capability across the end to end complaints handling journey, including mapping the end to end business process and client journey, as well as supporting appropriate reporting on key process-focused objectives to fulfil on regulatory and/or compliance requirements.
- Continuous Improvement - Contribute to building an effective Continuous Improvement practice and culture that draws on best practices from multi-disciplinary methods such as lean, six sigma and service design in order to successfully deliver both tactical improvements and strategic transformations across the complaints journey.
- Data & Insights - Support our data analysis and insights practice by helping to pull and analyze monthly and quarterly trends across key complaints KPIs.
- Relationship management - Build strong relationships with key business partners across the enterprise, including the frontline and operational teams delivering our client complaints journey, as well internal partners supporting its delivery and overseeing its controls and regulatory compliance.

What CIBC Offers

At CIBC, your goals are a priority. We start with your strengths and ambitions as an employee and strive to create opportunities to tap into your potential.

- We work to recognize you in meaningful, personalized ways including a competitive compensation, a banking benefit*, wellbeing support, and additional offers such as employee and family assistance programs and MomentMakers, our social, points-based recognition program.
- Our spaces and technological toolkit will make it simple to bring together great minds to create innovative solutions that make a difference for our clients.

*Subject to program terms and conditions

What you need to know

- CIBC is committed to creating an inclusive environment where all team members and clients feel like they belong. We seek applicants with a wide range of abilities and we provide an accessible candidate experience. If you need accommodation, please contact Mailbox.careers-carrieres@cibc.com
- You need to be legally eligible to work at the location(s) specified above and, where applicable, must have a valid work or study permit.
- We may ask you to complete an attribute-based assessment and other skills tests (such as simulation, coding, French proficiency, MS Office). Our goal for the application process is to get to know more about you, all that you have to offer, and give you the opportunity to learn more about us.

Job Location

Toronto-81 Bay, 20th Floor

Employment Type

Temporary (Fixed Term)

Weekly Hours

1. 5

Job Requirements

Skills

Business, Continuous Improvement, Data Insights, Process Improvements

Who you are

- You're driven by collective success. You know that collaboration can transform a good idea into a great one. You understand the power of a team that enjoys working together to create a shared vision. It's an asset if: You are currently pursuing a certification in

process improvement methodologies such as Lean Six Sigma or Business Process Management.

- You're digitally savvy.?You seek out innovative solutions and embrace evolving technologies. You can easily adapt to new tools and trends.? It's an asset if: You have proficiency in Excel or SQL, Tableau and/or Power BI
- You love to learn.?You're passionate about growing your knowledge, and you know that there is no limit to what you can achieve.?
- You embrace and champion change. You'll continuously evolve your thinking and the way you work in order to deliver your best.
- You put our client first.?You engage with purpose to find the right solutions. You go the extra mile, because it's the right thing to do.?
- Values matter to you.?You bring your real self to work and you live our values - trust, teamwork and accountability.?

Citizenship Requirement

N/A

APPLICATION INFORMATION

Application Procedure

Through Employer Website

Cover Letter Required?

Optional

Special Application Instructions

Application Link:

https://cibc.wd3.myworkdayjobs.com/en-US/search/job/Toronto-ON/Process-Engineering-Analyst-Co-op--Continuous-Improvement---Data-Insights---12-Months_2520997?src=SNS-10261

Please click the "I intend to apply to this position" button on SCOPE and also submit your application via the employer's website. Applications are accepted on a rolling basis and the posting may be expired at any time by the employer as submissions are received. Students should submit their applications as soon as they are ready.