



Position Title **Manager, New Accounts**

Location Toronto

Reporting To Vice President, Operations

Position Overview

The ideal applicant will be an active team participant in an expanding high net worth holistic wealth management business and will be responsible for providing world-class, client-centered service in the New Accounts Manager role. This individual will work as an integral part of a highly motivated team, all of whom understand that our clients are the cornerstone of our business and that everything we do, the interests of our clients come first. Our brand emanates through consistent timely delivery of world-class service to our clients, prospects, and other business stakeholders. *Going beyond is the standard.*

Duties and Responsibilities

- As a hands on manager, coordinate, manage and monitor the workings of the New Accounts team.
- Increase the effectiveness and efficiencies of the New Accounts team.
- Supervise staff and evaluate performance.
- Provide mentoring, coaching and counselling to help employees reach the next level in their knowledge and customer service.
- Coordinate and monitor the work done in the department.
- Monitor risk through various control reports. Develop additional reports/controls, as needed.
- Manage risk to the firm on escalations.
- Stay abreast of the rules and regulations of client accounts –IIROC, FATCA, CRS, AML.
- Provide excellent customer service to our advisor teams.
- Review and update procedures for internal and branch use.
- Facilitate coordination and communication between other support areas (IT, HR, other Operations Department, Broadridge).
- Work with IT and others on the development and implementation of projects.

Education and Professional Designation

- Post-secondary education required.
- Canadian Securities Course (CSC) & Conduct & Handbook Course (CPH) is an asset but not a requirement.

Experience

- Minimum 3 years' experience in managing a team of diverse individuals
- Minimum 1 year experience in a New Accounts area.
- Experience using Dataphile an asset, but, not required.
- Comfortable with technology including excel, word.