Position Title	**Associate**
Location	Calgary
Reporting To	Branch Management
Position Overview	To provide support to a high net worth investment management team. The Associate will be responsible for supporting the Investment Advisor in general administrative duties in the management of client accounts

Duties and Responsibilities

- Initiates and follows-up on trades and transactions to ensure proper settlement and delivery
- Monitor inflows & outflows of funds
- Provides IA with research on products/equities and portfolio solutions
- Assists IA with assembling detailed proposals for client portfolios
- Provides proactive client service and promotes a positive client experience
- Handles incoming and outgoing client phone calls and emails
- Responds to requests for information in a timely manner
- Communicates internally with various operational and administration departments
- Maintains current knowledge of client accounts by reviewing activity and applicable reports
- Involvement in client appreciation events
- Accurately document all client interactions for appropriate follow ups and compliance records
- Assist in identifying opportunities to help improve the clients' overall planning, consolidate portfolio assets and in general help encourage new business opportunities and referrals from client base
- Handle client service activities as required

Qualifications

- Experienced in sales and support of Mutual funds, Securities, and Financial planning in the independent dealer channel
- Proficient in English, oral and written
- Proficient with Microsoft Office Suite
- Organizational skills and ability to prioritize
- Ability to work under pressure
- Autonomy, initiative and attention to detail
- Good knowledge of daily market activity to provide information to clients
- Excellent phone and e-mail etiquette, delivering high standards of customer service
- Ability to balance time pressures and deadlines with conflicting demands
- 3 to 5 years' experience in the financial sector.

Education

- High School Diploma
- The completion of the Canadian Securities Course and Conduct and Practice Handbook
- Licensed as a Registered Representative (RR) or an Investment Representative (IR) with IIROC.