



Position Title **Branch Administrator**

Location Montréal

Reporting To Branch Manager

Position Overview The Branch Administrator fulfils a leadership role in the branch providing operational and administrative support to Advisor teams. The Branch Administrator fulfils a diverse role which includes managing branch staff, liaising with internal departments, providing software and process related training, supporting human resources functions such as recruitment and employee relations and managing the branch facilities and equipment.

- Duties and Responsibilities**
- Implement directives and initiatives of Branch Manager and Head Office to ensure branch efficiencies and management
 - Enforce the implementation of company policies, programs and processes to ensure better team and client experience
 - Provide basic technology support to new teams and employees and liaise with IT Support as needed
 - Ensure all internal and external employment standards are met in the branch
 - Supervise support staff and conduct monthly meetings to ensure they are aware of any updates that affect their role/business
 - Share knowledge and any relevant industry news with branch staff and take initiative to share knowledge and experience of others to better the branch as a whole
 - Identify training needs and implement solutions to fill gaps by using tools and head office support
 - Coordinate and deliver training to new hires and provide ongoing training support for existing employees
 - Ensure operational controls are being adhered to
 - Attend seminars and professional development courses to stay abreast of industry changes
 - Support advisors in the fair management and professional development of new and existing team members
 - Provide HR guidance to teams (e.g, new hire, disciplinary measures, terminations, benefits, payroll etc)
 - Play a role in ensuring projects and initiatives go through proper change management
 - Develop a collaborative and positive branch culture where team opinion/feedback are valued and considered

- Qualifications**
- Proficient in English and French, oral and written
 - Proven experience as a Branch Administrator for a medium to large branch
 - Solid knowledge of technology platforms and ability to provide basic support
 - Ability to work efficiently, multi-task and maintain professionalism in a high pressure environment
 - Strong operational efficiency, organizational skills and ability to prioritize
 - Ability to work under pressure
 - Autonomy, initiative and attention to detail
 - Current knowledge of compliance issues published in internal bulletins
 - Excellent phone and e-mail etiquette, delivering high standards of customer service
 - 5 to 10 years' experience in the financial sector
 - Canadian Securities Course (CSC) and Conduct and Practice Handbook (CPH) Course completed, IR Licensed with IIROC preferred