



Position Title **Mutual Funds Administrator**

Location Toronto

Reporting To Manager, Mutual Funds

Position Overview Primary responsibility is to ensure that individual is successful in delivering mandated service levels in the areas of proactive support, customer service and administration with a high degree of customer service and professionalism in dealing with Richardson GMP Limited Investment Advisor teams.

- Duties and Responsibilities**
- Ability to reconcile Mutual Fund positions, and provide support to internal customers with a high level of care and professionalism
 - Ability to communicate with our internal branch network and Mutual Fund Companies regarding various elements of Mutual Fund processing and their various products
 - Ability to identify issues with responses from Mutual Fund Companies and investigate prior to sending on to our branches as a value added service
 - Ability to juggle many demanding high priority tasks and be able to complete all of the necessary items in a timely fashion
 - Ability to write content for internal communications to the branches which is grammatically correct, complete and professional

- Education**
- University or College degree in related field such as Economics or Finance
 - IFIC preferred

- Qualifications**
- 3 -5 years of Mutual Fund administration experience or related direct retail brokerage experience
 - Sound financial securities industry knowledge related to Mutual Funds
 - Ability to manage difficult situations and provide resolution for the branches and their clients
 - Excellent telephone customer service and problem solving skills
 - Proficient in Microsoft Word, Excel, PowerPoint, Internet Explorer and Outlook
 - Familiarity with Fundserv preferred.