



**Position Title**                      **Account Transfer Administrator**

**Location**                              Toronto

**Reporting To**                        Manager, Account Transfers

**Job ID**                                 AT - 001

**Position Overview**                      Primary responsibility is to successfully deliver mandated service levels in the areas of processing, customer service, proactive support and administration. This position will provide excellent customer service and professionalism during dealings with Wealth Management Division branch network and external contacts.

- Duties and Responsibilities**
- Perform quality control on all incoming transfer requests. Verify transfer documents are in good order. Communicate discrepancies to the internal contacts in a timely manner
  - Timely and accurate set up of client transfers with seamless processing of transfers using systems such as CDS, FundSERV, Arrow, Dataphile and *OTRS*
  - Investigate all rejected transfers of accounts and communicate the issues to the advisor teams for resolution
  - Prioritize demanding tasks and be able to complete all the necessary items in a timely fashion
  - Liaise with branch personnel in responding to their queries and educating them on current operating policies and procedures. Follow-up on outstanding issues
  - Write content for internal communications to the branches which is grammatically correct, complete and professional
  - Exercise sound judgment to resolve difficult and delicate issues. Assess when to escalate internally in order to provide the expected or higher level of service to the client
  - Be a knowledgeable and a valued source of information on Account Transfers procedures and be able to communicate such information to Richardson GMP Limited branches
  - Reconcile Account Transfers control accounts daily. The positions and cash balances must be zero by the end of business day
  - Cross train in other functions within the department

- Education**
- Post secondary education required
  - Canadian Securities Course (CSC) preferred

- Qualifications**
- 3 - 5 years Account Transfers experience preferred
  - Proficient in Microsoft Word, Excel, PowerPoint, Internet Explorer and Outlook
  - Familiarity with ATON, FUNDcom (FundSERV), CDS and Arrow
  - Sound financial industry knowledge related to back office brokerage

operations and requirements including Compliance regulatory requirements. Knowledge of Securities Cage, Registered Products and Mutual Funds operations are good assets

- Excellent telephone customer service and problem solving skills
- Ability to handle inquiries from several sources (i.e. email, phone, fax, incident tracking system) and provide high quality responses and follow in house methodologies for tracking and follow-up
- Solutions oriented (able to think outside the box by suggesting solution rather than declining request for service that is not supported)
- Experience with Dataphile is an asset but not required