



Position Title	Associate, Products & Services
Location	Downtown Toronto
Reporting To	Vice President, Products & Services
Position Overview	<p>The successful candidate will be dealing with various administrative and operational issues in the support of Canadian and U.S. Business initiatives.</p> <p>This position will require excellent Customer Service skills in supporting and dealing with Advisors, their teams, internal operations and our external custodian. There is a wide range of operational and administration tasks including:</p>
Duties and Responsibilities	<ul style="list-style-type: none">• Maintaining accounts (e.g. opening, closing, updates) according to internal rules and procedures• Processing of time sensitive request such as deposits, withdrawals, wiring of funds• PMA/SMA program supervision including IPS monitoring• Management of department content on internal websites• Reconciliation of daily trade activities, address and resolve any incorrect entries in a timely manner• Tracking outstanding items and reconcile any completed item to Daily Activities• Handling physical certificates (e.g. deposit, lifting restrictions)• Liaise between our advisors, custodian and settlement department• Other tasks included processing Employee Stock Option Plans (ESOP), Deposit/Withdrawal Act Custodian (DWAC), transfer follow up• Providing product support on policy, procedures, and fees
Education	<ul style="list-style-type: none">• Post-secondary education required• Canadian Securities Course (CSC) required• CIM, PFP or progress towards CFP would be considered an asset
Qualifications and Skills	<ul style="list-style-type: none">• Excellent customer service and able to work well under pressure• Minimum 1-3 years' experience in the financial sector would be an asset• Ability to multi task and prioritize multiple requests• Proficient in Microsoft Word, Excel, Outlook• Knowledge of back-office and retail brokerage operations/requirements an asset• Experience with Dataphile and NetX360 not required but would be an asset.• This role requires someone who is a accountable, a problem solver and is able to work with others in a collaborative environment