RICHARDSON GMP

Position Title	**Associate**
Location	Toronto
Reporting To	Branch Management
Job ID	TOR - 017
Position Overview	To provide support to a high net worth investment management team. The Associate will be responsible for taking ownership of administration as well as client relationships by ensuring client requests are actioned, track the team's deliverables and schedule meetings.

Duties and Responsibilities

- Support the lead Investment Advisor and Associate Investment Advisor with general administrative duties in the management of client accounts
- Systemize and automate all workflows within the practice
- Collect data from clients to assist in the preparation of financial plans
- Monitor team phone lines and inboxes and delegate all action items as appropriate
- Request information and documentation from clients in order to open accounts and keep client files up to date
- Build and maintain professional liaison with the different internal departments
- Prepare miscellaneous letters and documents
- Act as contact person for clients concerning products, procedures and policies
- Notify Investment Advisor of redemptions and reimbursements
- Follow-up on client trades to ensure proper settlement and delivery by informing the appropriate departments to take the necessary measures
- Monitor all pending transfers to ensure completion on a timely basis
- Execute buy/sell transactions investment products for client accounts, primarily funds & ETFs

Qualifications

- Proficient in English, oral and written
- Proficient with Microsoft Office Suite
- Exceptional organizational skills and ability to prioritize
- Ability to work under pressure
- Autonomy, initiative and attention to detail
- Knowledge of daily market activity to provide information to clients
- Current knowledge of compliance issues published in internal bulletins
- Excellent phone and e-mail etiquette, delivering high standards of customer service
- Ability to balance time pressures and deadlines with conflicting demands
- 5 to 10 years' experience in the financial sector

Education

- High School Diploma
- Post-secondary education in a related discipline would be an asset
- The completion of the Canadian Securities Course (CSC) and Conduct and Practice Handbook Course (CPH)
- Investment Representative (IR) or Registered Representative (RR) with IIROC