



**Position Title**      **Entitlements Administrator**

**Location**            Toronto

**Reporting To**        Manager, Entitlements

**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**

- Reconcile dividend and interest income entitlements on payable date against payments received from the Custodians (CDS/DTC). Any discrepancies must be researched the same day so that clients are credited in a timely manner. Interest payments received in a form of wire transfers or cheques from GIC companies must be reconciled and credited to the client's account on the same day of receipt.
- Ensure that all payments are balance with Dataphile reports and any breaks are accounted for, including claims payables and receivables as a result of securities lending and COD transactions. Make arrangements to settle dividend payments with Participants to the loan transactions through the CDS trade settlements.
- Maintain daily and monthly reconciliation of the Dividend CAN and U.S. Clearing accounts, with remarks that are clear, accurate and available for internal and external audits. Any outstanding amounts that remain unclaimed for a reasonable period of time should be moved to the Unclaimed Dividend Account. Any future claims must be supported by sufficient backups and indemnity clause, for Manager's approval before making payment.
- Make drip elections through CDS Infobank and process the drip shares into the client's accounts upon receipt from the Custodian.
- Communicate in a clear and concise manner with the Advisor's Team any payments made earlier that require adjustments to the client's account as a result of change of information received from the Custodians. Provide sufficient backups to validate the reason for the adjustments.
- Assist the Manager during tax reporting season and be available to work extra hours and some weekends in order to meet time critical deadlines. This gives an opportunity to gain experience on the tax reporting side of the business.
- Know when to escalate internally in order to provide the expected or highest level of service to the client.
- Juggle many demanding high priority tasks and be able to complete all of the necessary items in a timely fashion.
- Write content for internal communications to the branches which is grammatically correct, complete and professional.
- Perform any additional duties if, as and when required at the discretion of the Manager.
- Be a knowledgeable and a valued source of information on Entitlements procedures and be able to communicate such information to Richardson GMP Limited branches.

**Education**

- University or College degree in related field such as Accounting or Finance.
- CSC is an asset, but not required.

**Qualifications**

- Sound financial securities industry knowledge related to income processing.
- Ability to manage a variety of situations and provide resolution for the branches and their clients.
- Excellent telephone customer service and problem solving skills.
- Excellent written communication skills.
- Ability to handle inquiries from several sources, i.e. email, phone, fax, incident tracking system and provide excellent responses and follow in house methodologies for tracking and follow-up.
- Ability to think outside the box and suggest areas for improvement to management alongside suggested solutions.
- Proficient in Microsoft Word, Excel, Internet Explorer and Outlook.
- Experience working with Dataphile is an asset, but, not required.
- 3-5 years of Dividend and Interest income processing and basic knowledge on Dividend Reinvestments, Stock Splits, Stock Dividend and Spinoffs at a retail brokerage firm or banks. Knowledge on tax reporting, Non Plan Accounts, is an asset, but not required. Familiarity with the CDS and DTC functions.