RICHARDSON GMP

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| **Position Title** | **Learning Coordinator** |
| **Location** | Toronto |
| **Reporting To** | VP - Training & Development |
| **Position Overview** | Primary accountability is to support and provide operational solutions to Advisor teams, training of processes/policies/technology and implementation of firm and branch learning and best practice strategies. Advisor onboarding is also a component of this role. This position requires strong client service skills and the ability to proactively help advisor teams with little direction. |
| **Duties and Responsibilities** | • Provide support to advisor teams by answering and responding to phone and emails inquiries in a timely manner<br>• Assist with the creation and delivery of e-learning materials<br>• Lead one-on-one / train the trainer / group training sessions<br>• Assist with material creation for enterprise level projects<br>• Design and host training / development webinars<br>• Maintain Training and Best Practice intranet site<br>• Identify best practices/efficiency opportunities for branch network<br>• Provide onboarding support and training for new advisors and their teams<br>• Maintain new hire training guide |
| **Education** | • Post-Secondary Education<br>• Canadian Securities Course (CSC), Conducts & Practices Handbook Course (CPH) or working towards completion would be asset<br>• Licensed as Investment Representative (IR) with IIROC would be an asset |
| **Qualifications** | • 3-5 years training experience or related direct Wealth Management experience<br>• Experience designing materials (guides/FAQs, e-learning courses)<br>• Proficient in Maximizer CRM, Office 365, Articulate<br>• Knowledge of Wealth Management Operations<br>• Strong communication skills<br>• Positive attitude and ability to work with various personality types<br>• Initiative<br>• Analytical, technical and leadership skills<br>• Organized<br>• Solution-oriented<br>• Ability to travel / overtime hours may be required |