RICHARDSON GMP

Position Title	**Assistant**
Location	Winnipeg
Reporting To	Branch Management
Job ID	WPG – 002
Position Overview	To provide outstanding customer service while managing and coordinating the operations and administrative functions of a high net worth investment management team.

Duties and Responsibilities

- Support to the Team in all administrative duties in the management of client accounts
- Meet and great high net worth clients and assist Investment Advisor in preparing for client meetings
- Be involved in preparing and attending client meetings and/or events
- Request information and documentation from clients in order to open accounts and keep client files up to date
- Resolve inquiries related to the administrative function of the accounts
- Answer telephone calls and ensure exceptional client service
- Request information and documentation from clients in order to open accounts and keep client files up to date
- Maintain administrative liaison with the different operations departments
- Prepare and manage periodic mailing to existing and potential clients
- Act as contact person for clients concerning products, procedures and policies of the Firm
- Notify Investment Advisor of tender offers, redemptions and reimbursements etc.
- Cash Management - follow up on client trades to ensure proper settlement and delivery
- Monitor all pending transfers to ensure completion on a timely basis
- Have cheques issued for client accounts

Qualifications

- Proficient in English, oral and written
- Proficient in Microsoft Office (Word, Excel, PowerPoint and Outlook)
- Ability to easily learn on computer systems
- Experience in the financial sector would be an asset
- Good knowledge of capital markets
- Organizational skills and ability to prioritize
- Ability to work under pressure
- Autonomy, initiative and attention to detail
- 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

Education

- College Diploma/University Degree
- The completion of the Canadian Securities Course and Conduct and Practice Handbook would be an asset or licensed as an Investment Representative (IR) with IIROC