

Client Service & Operations Manager

Alitis has a strong history of success as an independent provider of managed portfolios and is fast becoming recognized in the field of alternative and private investments that include mortgages and real estate.

We are seeking a full time Client Service & Operations Manager for our Campbell River office. The successful candidate must have well developed critical thinking, task and project management skills; confidently project mature leadership and team building capabilities and demonstrate a passion for excellence in client service. A professional attitude and previous administrative and operational experience within the financial services industry (working with mutual funds or investment products) are key to this role. Previous management or supervisory experience is preferred. The role will encompass various aspects of back office administration and operations and requires strong verbal and written communication, ability to effectively prioritize workload, and excellent customer service skills with a high level of accuracy. Must be comfortable liaising with senior management in providing regular reporting of ongoing activities. Effective leadership and mentorship, ability to multi-task and delegate, as well as work independently within a team environment requires a positive, motivated and confident self-starter.

Clients are the core of our business and this role requires an individual who is willing to go the extra mile in ensuring that outstanding professional client service is delivered, and operational improvements are implemented to enhance our service offering.

JOB DESCRIPTION

While activities will vary through the course of the year, core activities require experience in the following areas:

Management

- Provide oversight and support to a team of administrators located in Campbell River and Victoria, BC.
- Coach and mentor direct reports with a view to creating Client Service champions, fostering career development and personal growth amongst the team
- Support the Chief Operating Officer in developing ongoing performance metrics for continuous improvement
- Serve as point of contact with external service providers for operational and administrative support, keeping abreast of policy and operational changes affecting the business
- Perform and ensure quality work within deadlines
- Work effectively as a team contributor on all assignments
- Develop and maintain in-depth knowledge of all operational processes, requirements, meeting compliance standards, recommending changes in daily practices within operations and ensuring all operational tasks are completed on time
- Adhere to policy and procedures to minimize risk and achieve satisfactory audit results
- Comply with policies, procedures, privacy, security requirements, and government regulations
- Maintain Operations manual and related guidance documents
- Provide ongoing training and updates to staff on operational policies and procedures



Administration

- Client documentation (Account opening, non-financial updates, pension transfers, estates, corporate accounts, etc.)
- Order processing and trade execution
- Record maintenance & Data reconciliation – CRM software, trading system (Dataphile), reporting system (Client Portal)
- Ongoing client communication
- General adviser support including meeting preparation and follow up on action items
- Communications with other professionals (Lawyers, pension companies, accountants)

Compliance Support

- Perform monthly name scans; investigating and clearing alerts and ongoing case management for reporting to Chief Compliance Officer
- Review of daily trade blotters identifying anomalies in transaction activities for reporting to Chief Compliance Officer for investigation
- Pre-screening all new account documentation for suitability and detection of fraudulent claims and potential money laundering or other inappropriate or prohibited activity

EXPERIENCE

- Understanding of Mutual Funds or Investment Industry
- 5 years' related industry experience, with 2 years in a supervisory/management role in financial services/administration, preferably Wealth Management
- Professional designation, post-secondary degree or equivalent
- All Microsoft Office products – Word, Excel, Outlook, OneNote daily
- Experience with Dataphile & Salesforce an asset

OFFICE

With a lovely waterfront office in downtown Campbell River as home base the Client Service & Operations Manager will enjoy:

- Regular office environment and hours
- Occasional client events outside of normal business hours
- Travel required between Campbell River and Victoria - with occasional travel elsewhere to meet with service providers or attend training seminars

Please send resume and covering letter outlining relevant experience and qualifications with salary expectations to careers@alitis.ca.

We thank all who apply. Selected candidates will be contacted for an interview.

1.800.667.2554
info@alitis.ca
www.alitis.ca

