

RAYMOND JAMES®

OPERATIONS ASSOCIATE

Vancouver, BC
Job Posting # 18-072
March 6, 2018

Raymond James (USA) Ltd. is seeking an Operations Associate to work in our downtown Vancouver office.

Raymond James (USA) Ltd. is a subsidiary of Raymond James Ltd., Canada's leading independent investment dealers offering high-quality investment products and services to Americans and Canadians seeking customized solutions to their cross-border wealth management needs.

The Operations Associate is the day to day home office contact for all operation issues, questions, and support. The Associate will work with all operational support teams, handle daily requests, and ensure escalation or resolution of service issues. The position requires the ability to work within deadlines in a high-volume and demanding environment while maintaining a high level of service and attention to detail. The successful candidate must be dependable, flexible, resourceful, self-motivated, a team player and have an excellent work commitment as well as willingness to accept additional responsibilities. The ability to balance these challenges and interact well with others is essential.

Specifically you will:

- Provide timely, complete and effective internal as well as external client service to our extensive branch network and their clients;
- Participate in Financial Advisor onboarding including setting up a username, passwords, Advisor codes etc.;
- Responsible for creating and mailing new client welcome packages;
- Act as a point of contact for RJLU operational procedures and service;
- Assist with intranet content upgrades;
- Effectively manage high-risk tasks with competing priorities;
- Participate in department initiatives and projects; and
- Other duties as assigned.

To qualify for this opportunity you possess:

- Minimum 2 years of industry or related experience;
- Knowledge of Banking and/or Investment industry policies and procedures is an asset;
- U.S. licensing or willingness to become U.S. securities licensed is an asset;
- Post-secondary education;
- Excellent verbal and written communication skills;
- Excellent proficiency with MS Office particularly Word, Excel, and Outlook;
- Ability to prioritize and effectively manage time;
- Strong organizational skills;
- Able to manage high volumes of work while maintaining accuracy;
- Flexibility and willingness to assist others as required; and
- Ability to work in a team environment and demonstrate a professional and friendly manner.

This is a permanent full-time position with a competitive compensation and benefits package.



If you would like to join our team, please send a resume and covering letter, **quoting the position and Job Posting # 18-072 by March 23, 2018** to:

Human Resources
Raymond James Ltd.
E-mail: resumes@raymondjames.ca

To be considered for employment candidates will be required to provide proof of citizenship, permanent residency or eligibility to work in Canada with no restrictions. We require applicants to complete a background verification process prior to commencing employment with the company, including but not limited to a credit and criminal record check. Employment is contingent on the satisfactory completion of a pre-employment background check.

We sincerely thank all applicants who express an interest in this role: only those being directly considered will be contacted.

Raymond James Ltd. recognizes the value of a diverse workforce and appreciates the unique skills and special contribution of each employee. We are committed to accessibility for candidates through all stages of the recruitment process. Should you require accommodation, please contact Human Resources via email at resumes@raymondjames.ca.

