

Credential[®]

Credential Financial Inc. (**Credential**) is a national wealth management firm providing MFDA and IIROC dealer services, online brokerage, and insurance solutions to over 225 organizations and more than 1,300 advisors. Our mission is to empower positive growth through wealth management leadership, valued advice, and outstanding service—for our partners, for their people, and for ours.

We currently have a need for an **Adjustment Administrator** in our Operations department.

Reporting to the Manager of Operations, you will be responsible for the review and resolution of client and head office requests pertaining to financial and non-financial account adjustments. Prevention of recurring issues, through research and analysis, is essential, with client's interest being considered at all times.

Expected Contributions:

- Receive and review financial and non-financial requests for account adjustments for Credential Asset Management (CAM) and Credential Securities (CSI)
- Review documentation for completeness and accuracy and communicate with other departments to obtain complete documentation and verify/confirm details of the request
- Determine the responsibility of any issue or error with an account or specific transaction to correct it within the confines of company policy
- Adhere to defined SLAs and internal controls when processing mutual fund/equity adjustments and other requests and escalate issues as appropriate
- Communicate with Mutual Fund Companies via Letter of Indemnity or Letter of Direction to correct/resolve issues
- Communicate with other departments on status and/or resolution of requests
- Maintain up-to-date, accurate notes on the status of the adjustment requests on the Online Service Management System (OMS)
- Support external and internal partners on the most efficient processing methods as well as recommend solutions for timely and accurate issue resolution
- Meet established service standards for problem resolution and customer service
- Maintain a working understanding of money flow and paper flow for CAM and CSI transaction settlement

Experience and Skills Required:

- 2 years' experience in the financial services industry
- Post-secondary education
- Successful completion of the Canadian Securities Course is an asset
- Strong attention to detail is essential
- Able to work well under pressure and in a fast-paced environment
- Excellent verbal and written communication skills
- Able to multitask using strong organizational and time management skills
- Able to work independently, self-motivated and results driven to achieve required objectives
- Possess an understanding of the rules governing mutual funds transactions

A career with Credential means being part of an organization dedicated to your success. It means belonging to a group of talented individuals who live our values—partnership, innovation and community—every day. Our amazing people and dynamic culture and an exceptional rewards and benefits package are the essence of what sets Credential apart. Visit our website at credential.com to learn more.