



RAYMOND JAMES®

TRANSITION ADMINISTRATOR

Toronto, ON or Vancouver, BC

Job Posting # 17-009

February 23, 2017

Raymond James Ltd. is seeking two Transition Administrators to work in our downtown Toronto or Vancouver offices. Raymond James Ltd. is one of Canada's leading independent investment dealers offering high quality investment products and services to Canadians seeking customized solutions to their wealth management needs.

Under the direction of the Transition Team Supervisor the Transition Administrator (TA) is responsible for providing administrative support for new Financial Advisors/Agents joining Raymond James branch offices.

The Transition Administrator's responsibilities are wide-ranging and include the requirement to travel on short notice to assist new Financial Advisor/Agents and their staff with documentation training and initiate the repapering process and quality control.

Specifically you will:

- Travel on short notice to the location of new Financial Advisor/Agent to provide preliminary training on Dataphile functionality, the navigation of intranet site (RJNET) and other applications training;
- Visit branch location to provide support in the form of initiating the documentation completion (repapering) process and quality control. These sessions are to assist the new Financial Advisor/Agent and their teams in becoming proficient with the RJ methodology;
- Provide branches with assistance in regards to Dataphile functionality and the navigation of various systems;
- Identify and resolve any issues arising in the Independent and Corporate branches and, if necessary, escalate those issues to Supervisor, Transition Services;
- Work with the Advisor Transitions Leader to provide branches with preliminary and ongoing Operational training;
- Act as the secondary point of contact for assigned transitions;
- Perform special projects and cross-train on other departmental functions;
- Proactively monitor, provide coverage and troubleshoot incoming calls and issues from branches via the Transitions team inbox and telephone line;
- Collaborate with the Advisor Transitions Leader to help resolve issues related to transitioning new Financial Advisors joining existing IAS and IFS offices;
- Other duties as assigned.

To qualify for this opportunity you possess:

- 2 or more years' experience in the Investment Brokerage or Financial Services industry;
- Post-Secondary education;
- Knowledge of Banking and/or Investment industry policies and procedures;
- Enrollment or completion of the Canadian Securities Course or the Conduct and Practices Handbook is an asset;
- Superior customer service skills;



- Excellent proficiency with Microsoft Office particularly Word, Excel, PowerPoint & Outlook;
- A good understanding of the procedures and processes supporting Financial Advisor and Sales Assistant roles;
- Well-developed interpersonal skills and the ability to handle confidential information with tact and discretion;
- The ability to work in a dynamic team environment and demonstrate a professional and friendly manner;
- A meticulous attention to detail and accuracy;
- Flexible and willing to assist others as required;
- Exceptional communication skills particularly in providing verbal instructions;
- Experience with Dataphile is an asset;
- Proficiency in French is a definite asset;
- A valid driver's license is required.

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

Please note that this position will involve travel within Canada up to 70% of the time.

If you would like to join our team, please send a resume and covering letter, **quoting the position and Job Posting # 17-009** to:

Human Resources
Raymond James Ltd.
2100 – 925 West Georgia Street
Vancouver BC V6C 3L2
E-mail: resumes@raymondjames.ca

This posting will remain open until a qualified candidate is hired.

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.