

you belong here
every perspective makes us stronger.

Raymond James Ltd. is Canada's leading independent investment dealers offering high quality investment products and services to Canadians seeking customized solutions to their wealth management needs

Supervisor, Investment Operations

Vancouver

Full time – Permanent

How does the role impact the organization?

Reporting to the Sr. Manager, Operations, you will be responsible for providing day-to-day supervision and leadership to a team of up to 12 in the Account Transfers department.

What abilities will fit the role?

- The ability to work in a dynamic team environment and demonstrate a professional, friendly manner with the flexibility and willingness to assist others as required;
- Exceptional professional judgment, customer service and analytical skills;
- Working within deadlines in a high-volume and demanding environment while maintaining a high level of service and attention to detail;
- Excellent verbal and written communication skills;
- Strong leadership, mentoring and problem solving skills; and
- Open to and initiator of change.

What is the position responsible for?

- Responsible for the all phases of account transfers which will include initiation, follow up and completion for ATON and Manual requests for all plan types and products supported by Raymond James;
- Provide mentorship to all team members ensuring their understanding and adherence to departmental and inter-departmental operating policies and procedures;
- Responsible as the first point of contact for all escalated issues;
- Responsible for remaining current on industry initiatives; determining effect on established policy and process and implementing any required change to ensure Raymond James remains compliant with the industry standards;
- To continually review, identify and to implement best practices for processing transfers. This will include eliminating the unnecessary, optimizing technology and



introducing new tools in efforts to ensure process is effective and efficient while also meeting the criteria for superior customer service and satisfaction;

- Responsible for ensuring staff have the tools to effectively deliver a quality customer experience. This will include training on policy and procedures; proficiency of all relevant software applications as well as coaching on the provision of superior customer service;
- Regularly meet with each Associate to set career goals and objectives and develop the actions plans and skills enhancement training which will assist with their success;
- Responsible for ensuring any support material such as job guides and/or the relevant areas of the Transfer Department Policy and Procedure manual is maintained;
- Responsible for ensuring staff are completing daily updates to CSG Tracking. Monthly summaries of activities are to be submitted to Operations Management;
- Participate on projects as subject matter expert for Account Transfers; and
- Other duties and responsibilities as assigned.

What qualifications will make you a successful candidate?

- Minimum of 3-5 years industry related experience;
- Completion of industry related courses considered an asset;
- Proven experience in leading and managing staff;
- Proven skill and experience with Dataphile and Execlear applications;
- Proficiency with MS Word, Excel and Outlook;
- Demonstrated organizational, planning and prioritization skills; and
- Ability to multi task while maintaining high quality and productivity processing standards.

Where can I go from there?

This position will provide the opportunity to work collaboratively with a dynamic group of professionals at Raymond James. You can expect support for ongoing learning and personal development which will prepare you to progress to more senior roles within the Operations departments.

What can you expect from us?

Our most important investment is in people, Raymond James Ltd offers a competitive compensation and benefits package, including health & dental, life insurance, retirement savings, employee stock purchase program and corporate discounts, We also support internal promotion and community involvement

If you would like to join our team, please send a resume and covering letter, **quoting the job posting #18-143** 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.

