



Position Posting

Associate Relationship Manager, Pinnacle Correspondent Services Vancouver – Job #3995

Summary

Through its principal subsidiaries, Canaccord Genuity Group Inc. (the “Company”) is a leading independent, full-service financial services firm, with operations in two principal segments of the securities industry: wealth management and capital markets.

Since its establishment in 1950, the Company has been driven by an unwavering commitment to building lasting client relationships. We achieve this by generating value for our individual, institutional and corporate clients through comprehensive investment solutions, brokerage services and investment banking services.

The Company has Wealth Management offices located in Canada, the UK, Guernsey, Jersey, the Isle of Man and Australia. Canaccord Genuity, the international capital markets division, operates in North America, UK & Europe, Asia, Australia and the Middle East.

Pinnacle Correspondent Services (Pinnacle), a division of Canaccord Genuity Corp. (Canaccord Genuity), is looking for a dedicated and detail-oriented individual to provide premier customer service to our clients. This position reports to the VP, Relationship Team. Business hours for the Pinnacle group are 6:00 am – 2:00 pm Pacific.

About you:

The Associate Relationship Manager (“ARM”) works in partnership with the Relationship Managers (“RM”) in supporting developing proven, long-term professional relationships with clients and prospects. The ARM will assist the RMs and are able to step in and become the central point of contact for specified Clients, responding to and resolving client issues by providing direction, guidance, and ensuring quality service while adhering to professional, regulatory, and industry standards, as well as dealer policies, procedures; as needed. You thrive in a dynamic fast moving environment and truly enjoy solving puzzles with an “outside the box” mindset . Using laser sharp focus on client needs and keeping your finger on the pulse for proactive support. Taking a detailed interest in your client’s business will shape you into a subject matter expert. The ARM will also work closely with the Client Support Associate team to ensure information and reports are provided to clients, resolve problems and advance to the RMs; as the need arises.

Responsibilities

- Supervise day to day workflow between Pinnacle clients and Canaccord Operations
- Receive and respond to day-to-day inquiries/requests from clients, internal partners, and manage or escalate client issues accordingly;

- Ensure action items are completed in a timely manner, and follow timeframes outlined in client Service Level Agreements;
- Act as a subject matter expert, understanding the various integration points and key business processes of assigned Pinnacle clients;
- Coordinate processes around calendar and fiscal year-end deadlines for Pinnacle clients;
- Prepare monthly, quarterly and annual reports as required;
- Assist with processing money movements, securities transactions, reconciliation and correcting transactions for client accounts;
- Provide assistance to clients in completing Canaccord Genuity documentation and account opening;
- Prepare and administer monthly invoices for clients;
- Organize, chair, document and follow up monthly service review calls with clients;
- Create documentation in support of Pinnacle clients (policies, procedures, Service Level Agreements, manuals, training materials, and presentations);
- Participate in ongoing reviews and improvement of Pinnacle client procedures, working with internal partners across the front and back office;
- Notify clients of upcoming development items and procedural changes; conduct systems testing; prepare and deliver training programs for clients as new initiatives are released;
- Administer Pinnacle website and portal content;
- Perform additional responsibilities and project related tasks as required.

Skills & Qualifications

- 3 years of customer service experience, preferably in the financial services industry; or equivalent securities brokerage experience, preferably in a correspondent environment;
- Exceptional customer service and communication skills, complemented by strong interpersonal and relationship building skills;
- Good general knowledge of US and Canadian Broker/Dealer operations:
 - IIROC and provincial regulatory frameworks
 - CDS/DTCC/CDCC/OCC trade clearing and settlement
 - Treasury operations & CRA/IRS reporting
 - OMS systems, order flow, ticketing and general trade support
 - KYC, documentation and account transfers
- Completion of the Canadian Securities Course (CSC) is required. Other financial services industry courses are an asset;
- Superior analytical, problem solving and organizational skills with excellent attention to detail;
- Ability to work under high pressure & meet strict deadlines in a busy & fast-paced environment;
- Ability to demonstrate flexibility and deal with simultaneous priorities, pressures and deadlines;
- Proactive, with excellent teamwork skills complemented by the ability to work independently;
- Ability to ask constructive questions and have a sense of curiosity to address new issues;
- Excellent business writing skills - strong writing and proofreading; editorial and technical writing experience is an asset;
- Previous experience in delivering effective training programs an asset;
- Advanced proficiency with Microsoft Office applications (Word, Excel, Outlook, PowerPoint);
- Dataphile application experience preferred.

Canaccord Genuity Corp. welcomes and encourages applications from all qualified individuals including persons with disabilities. We will provide reasonable accommodations upon request for candidates taking part in all aspects of the recruitment and selection cycle.

Qualified applicants are invited to submit a resume and covering letter including salary expectations. All applications will be held in strict confidence. To apply, please Click [here](#).

Upon offer, candidates are required to show proof of citizenship, permanent residence or eligibility to work in Canada with no restrictions.

We wish to thank all candidates for their interest but only those applicants selected for an interview will be contacted. Thank you for your understanding.