

**Supervisor, Security Services - Operations
Vancouver – Job # 7054**

Who we are:

Canaccord Genuity (CG) is a leading independent full-service financial services firm, with operations in two principal segments of the securities industry: wealth management and capital markets. CG is driven by an unwavering commitment to build lasting client relationships – we achieve this by generating value for our individual, institutional, and corporate clients through comprehensive wealth management solutions and investment banking services. We are a leading independent wealth management firm in Canada, and the leading mid-market provider of investment banking advisory, equity research, sales and trading services for corporations and institutions.

We pride ourselves on understanding our clients' needs and finding innovative, bespoke solutions. Our entrepreneurial and friendly team will challenge you to learn and grow every day. We value great work and collaboration and strive to eliminate bureaucratic thinking. We're looking for talented people who thrive in a fast-paced environment and want to have an impact with innovative ideas and best practices.

Come be a part of our Canadian success story and help deliver superior experiences for our clients. At CG, we recognize that diversity across our business strengthens our client relationships and enables more innovative solutions. We strongly encourage applications from all qualified individuals regardless of race, religion, colour, national origin, gender, sexual orientation, age, marital status, or disability status. CG provides an accessible candidate experience. If you need any accommodations throughout the interview process and beyond, please let us know.

Responsibilities:

- Perform reconciliation of Securities Operations Box Accounts. Daily review of box accounts, locate outages and apply corrections within Dataphile CMS and Journal entries;
- Respond to General Inquiries and Escalations. Provide feedback and solutions to all inquiries and escalation from internal and external clients;
- Responsible for day-to-day staff supervision, including vacation coverage, quality control and work delegation. Book vacation time for staff, review staff's daily work for accuracy (Dataphile CMS/Journal entries, outgoing physical securities for legend removals, re-registrations, and physical trade settlements) and maintain assigned tasks for each staff member and cross-training for vacation coverage;
- Knowledge and the ability to cover each desk within the department, including Legend Removals, Re-registrations, Incoming/Outgoing physical securities processing & CDSX/DTCC Deposits;
- Department Monthly Statistics. Collect data for departments assigned tasks, using Dataphile, CDS/Arrow and DTCC and apply to Statistics Excel worksheet for management review;
- Maintain Policy and Procedures. Updating procedure notes with changes and distributing them to staff to ensure all relevant information and service level agreements are up to date;
- Performance Management. Semi-annual and Year-end performance reviews with staff;
- Monthly, Semi-annual and Year-End physical securities count;
- Assigned Projects.

Skills & Qualifications:

- 5 + years Securities Operations experience within a Brokerage environment;

- Excellent organizational skills;
- Detail-oriented, with the ability to work effectively under pressure;
- Self-motivated, enthusiastic, and quick learner;
- Excellent prioritization skills with demonstrated ability to meet deadlines;
- Exceptional customer service skills;
- Excellent verbal and written communication skills;
- Excellent problem-solving skills;
- Ability to work effectively in a team environment;
- Flexible, reliable and availability to work overtime as required;
- Advanced MS Office skills (WORD, EXCEL, and Outlook). Ability and willingness to learn new system – applications;
- Familiarity with DATAPHILE is an asset;
- Knowledge of CDS/ARROW, DTCC and securities negotiability, preferred.

To apply, please [Click Here](#). *We recommend that all internal applicants advise their direct manager/supervisor about their interest in other job opportunities prior to sending in their job application.*