

## ABOUT US

BBS Securities Inc. (BBS) is registered in all Provinces and Territories of Canada as an Investment Dealer and is a member of Investment Industry Regulatory Organization of Canada (IIROC) and the Canadian Investor Protection Fund (CIPF).

Headquartered in Toronto, we are the leading provider of ultra low-latency Direct Market Access (DMA) trading technologies and brokerage services for active and professional traders. Our diversified product suite includes application and Web based trading platforms, plus advanced analytical tools designed to meet the needs of active, professional, high frequency traders and those employing sophisticated trading algorithms.

Visit our website, <https://www.virtualbrokers.com/en-us/>, to get to know us better!

**POSITION:** Client Service Representative  
**LOCATION:** Toronto (M5L 2A1)  
**STATUS:** Full-time

## JOB OVERVIEW

We are currently seeking a **Client Service Representative** to join our growing **Support** team. The successful candidate is required to work both independently and as a member of a team dedicated to providing excellent customer service. **This is a non-managerial position.**

## WHAT YOU WILL DO

- Respond, investigate and resolve client inquiries via various communication channels in a prompt, courteous, and professional manner
- Maintain record of requests for follow up purposes
- Establish and nurture positive relationship with clients
- Other office duties, administrative tasks, and ad hoc projects relevant to the position shall be assigned as required

## WHAT YOU WILL BRING

- Bachelor's degree in Business, Finance, or related field of study
- Minimum of 1-year experience in the financial industry with trading or brokerage experience preferred
- Language fluency in English and French, written and verbal required
- Excellent communication skills
- Proficient in Windows and Microsoft Office Suite - Word, Excel, Outlook
- Customer service experience is preferred
- Self-initiated, fast learner with a positive attitude
- Organized, detail oriented and hardworking character
- Ability to work in fast-paced and challenging environment
- Knowledge and experience with trading platforms
- Understanding of online investing products & services

- Successful completion of CSC, CPH & TTC (Trader Training Course) courses.

### **WHAT YOU CAN EXPECT FROM US**

Our dedication to the Employee Experience at CI is aimed at supporting, empowering and inspiring our talented team through:

- Recognition & Compensation
- Training & Development
- Health & Well-being
- Communication & Feedback

If you are a passionate, committed and dynamic individual, please submit your cover letter and resume to our Careers site on:

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=8af61d30-ce97-4d97-af7d-bda5fa023504&ccId=19000101\\_000001&type=MP&lang=en\\_CA](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=8af61d30-ce97-4d97-af7d-bda5fa023504&ccId=19000101_000001&type=MP&lang=en_CA)

Please also indicate in your online application where you have viewed this posting. Thank you.

Only qualified candidates selected for an interview will be contacted.

CI Financial Corp. and all of our affiliates (“CI”) are committed to fair and accessible employment practices and we are committed to providing accommodations for persons with disabilities. If you require accommodations in order to apply for any job opportunities, or require this posting in an additional format, please contact us at [accessible.recruitment@ci.com](mailto:accessible.recruitment@ci.com), or call 416-681-4747. **If you are contacted by CI** regarding a job opportunity or testing and require accommodation in any stage of the recruitment process, please use the above contact information. We will work with all applicants to determine appropriate accommodation for individual accessibility needs.