

Senior Compliance Officer, Complaints & Investigations

Purpose of Job

The incumbent is responsible for investigating and resolving client complaints and assisting with internal and regulatory investigations in accordance with regulatory requirements (in particular those established by securities regulations and Self-Regulatory Organizations (SROs), including the Investment Industry Regulatory Organization of Canada (IIROC) and The Mutual Fund Dealers Association of Canada (MFDA)) for various wealth management entities within Scotiabank. Provide support and guidance for Compliance Officer when needed.

Major Accountabilities

- Assess, analyze and investigate client complaints as assigned, including:
 - Determine the nature of the complaint, and assess whether the complaint should be reported to the relevant SRO;
 - Perform a detailed analysis including a review of advisor submissions, account documentation, file notes and communicating with clients, advisors and other internal departments for further details as required;
 - Conduct suitability assessments;
 - Perform profit/loss calculations and constructing model portfolios; and
 - Prepare substantive responses to clients based on the analysis and merits of the complaint for the Senior Manager, Compliance, Complaints & Investigations to review.
- Handle Provincial/National/SRO regulatory inquiries effectively in a timely manner
- Prepare materials in response to regulatory inquiries, examinations and investigations and assist legal counsel as required in preparing cases for arbitration, SRO disciplinary proceedings or civil litigation.
- Assist with managing the various email inboxes maintained by the Complaints and Investigations Department.
- Assist with the maintenance of various logs for the Complaints and Investigations Department.
- Evaluate and make recommendations for the development/enhancement/clarification of policies, practices, procedures, and/or systems changes necessary to support ongoing compliance, including recommending policy and procedure changes based on complaint experience and regulatory events to correct incidents of non-compliance (and prevent their reoccurrence) and weaknesses in policies, practices, procedures, systems and/or training.
- Other duties and projects as may be assigned.

Education/Work Experience

- College Diploma or University Degree.

- Five or more years directly relevant investment industry experience with an IIROC or MFDA member firm, preferably within a similar role.
- Canadian Securities Course.
- Conduct and Practices Handbook Course an asset.
- Bilingual (English/French) an asset.

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