# ScotiaMcLeod Administrative Associate- White Rock, BC

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**Date:** Jun 14, 2019

**Location:** White Rock, BC, CA

**Company:** Scotiabank

Requisition ID: 64337

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**Job Purpose**

The Administrative Associate's primary focus is to assist an experienced Advisor in the day-to-day administration of their business and communications with clients.

**Note, this position may allow for flexible work hours such as 5-6 hours daily and/or flexible hours with a minimum of 24 hours/week up to full-time hours**

**Key Accountabilities**

- Ensures a High Level of Client Service by:
- Reviewing the client portfolios to ensure they meet current or updated risk profiles and align with applicable investment program.
- Entering mutual fund trades as directed by the Advisor.
- Booking phone and in-person client meetings based on a schedule.
- Remaining up-to-date with all regulatory rules and trading activities as it relates to client accounts.

Ensure Effective Client Administration by:

- Following up with clients on missing documentation required as per the industry regulatory requirements.
- Maintaining client files and information within appropriate systems.
- Checking daily trades and all system entries in accounts for timelines and accuracy of information.
- Responding to client inquiries in a timely, responsive manner.
- Review for accuracy and provide to clients their tax documentation including fee and trading summaries, and other documents as required.
- Resolving issues and executing client transactions promptly and accurately, escalating issues to Advisor when appropriate.
- Issuing instructions for client withdrawals, deposits and transfers according to client or Advisor instructions.
- Ensuring all client interaction is accurately documented.
- Understanding the required documentation for all client account types.

Supporting the Growth of the Advisor by:

- Reviewing and reducing all restricted accounts.
- Reviewing the daily commission reports
- Providing recommendations for business process improvements.

Contribute to the Effective Functioning of the Branch Team by:

- Building effective working relationships across the team and with various business lines and business partners across the bank.
- Maintaining a high level of customer service and facilitating a culture of openness and honesty.
- Actively participating and contributing to team meetings and other touch-points with team members.
- Encouraging the generation of new ideas and approaches.
- Actively sharing knowledge and experience in order to enhance the development of all team members.
- Developing and executing meaningful employee development plans.

**Functional Competencies**

- The Administrative Associate will review and/or escalate to an Advisor any client issues that may put the firm, the Advisor, or the bank at risk.
- The Administrative Associate will work regularly with Microsoft Office Suite of Products, Charles River (trading platform), Salesforce (CRM) and other related software, applications & resources to support the business.
- Must adhere to regulatory requirements of IIROC and keep their license in good standing

**Education/ Experience**

- Excellent verbal & written communication skills, strong organizational skills.
- Takes initiative and effectively works independently and strong ability to maintain deadlines.
- Understands industry and firm’s compliance regulations & requirements.
- Ability to take direction well from Advisor related to client trading activity.
- Canadian Securities Course Completion (CSC)
- Conduct & Practices Handbook (CPH)
- Investment Representative Training (IRT)
- Post-Secondary Education

Location(s):  Canada : British Columbia : White Rock

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