Financial Planning, Licensed Assistant

Job title: Client Service Administrators
Branch name: Assante Vancouver Centre, an independent branch of Assante Financial Management Ltd.
Branch locations: Downtown Vancouver and Surrey Panorama Ridge
Contact: labernethy@assante.com
Application Close Date: July 31st, 2021

Job description

Assante Vancouver Centre branch is a premier wealth management firm with offices in downtown Vancouver and Surrey. With over 30 years in the industry, our branch offers our clients a personalized and comprehensive planning experience.

One of our highly successful and professional practice teams Legacy Family Office is expanding and looking to add to their team both at their Vancouver office and Surrey office. They are looking to hire two Client Services Administrators (MFDA) to provide co-support for their Financial Planners in servicing their clients, supporting their workload, and contributing to the overall success of the team. This is a tremendous opportunity for an individual who wants to take their proven administrative experience and top-level client servicing to new levels working with a team who continuously achieves excellence in their field. In addition, this large group has created a working environment that cultures a spirit of comradery, encouragement and cheerfulness.

This is a full-time position with a competitive compensation and benefits package. Working visits between the two offices will be arranged from time to time. The job opening is immediate.

Duties & Responsibilities:

- Play an integral role as part of a team with the Financial Planners and administrators;
- Prepare investment and insurance transactions/paperwork, including account opening and compliance documents;
- Respond to client inquiries and issues in a timely, responsive manner and escalating to Advisors when appropriate;
- Assist in the completion of required materials and tasks before, during and after client meetings;
- Assist with form preparation, statement requests and other administrative requirements as required;
- Follow up with head office, insurance or fund companies for information as required;
- Liaise with our client's professional advisors including lawyers, accountants and bankers;
- Maintain a strong understanding of industry regulations, policies & procedures, and compliance requirements.

Other Responsibilities (not limited):

- Help organize data, information and files in File servers, Team Manuals and CRM;
- Help coordinate client or industry events;
- Marketing support

- Work with the team in systematizing processes and adoption of changes;
- Provide holiday coverage of other administrative team members;
- General administrative duties.

Experience and Qualifications

- Minimum of three years of administration experience in financial services sector;
- Preference given to someone who worked in a similar role in client service and/or financial administration;
- Working knowledge of investment products and plans an asset.

Skills & Abilities

- Client service focus - great demeanor, go above and beyond, building long-lasting relationships;
- Proactive – looking to take anything and everything off of planner's desk to free them up to focus on their highest and best use of time;
- Prioritization - Ability to take direction and work from multiple people often at once and understand and communicate expectations in terms of completion times and priority;
- Team oriented – Helpful, encouraging and supportive personality, as part of a larger team;
- Precision - Ability to maintain a high level of accuracy and a strong attention to detail;
- Communication - Strong and professional communication skills both written and verbal;
- Compliant - Understanding of back office procedures and compliance in a MFDA environment;
- Application Efficiencies - Highly proficient in Word, Excel, Outlook and SalesForce CRM;
- Technical - Strong computer and technical skills in a Windows/PC environment.

Education/training:

- Has or willing to complete CIFC, IFC or CSC and able to be mutual fund licensed;
- BC Life Insurance license or desire to obtain.
- Post-secondary education; or relevant work experience;

Please submit a resume and cover letter. We request that you notify us if you are looking to work in the Vancouver or Surrey location.

Thank you to all those that apply. Unfortunately, we will not be able to reach out to all applicants and will only be in contact with those that meet all the requirements of this position.