

OPERATIONS, IMPLEMENTATION SPECIALIST

Full-time

Position Overview

Reporting to the Director, Operations, you will be responsible for eliciting business requirements, driving forward and testing operational improvements and providing project management support to the business. You will work closely with internal stakeholders and the Information Systems (IS) team to implement and test system changes, ensuring they meet FP Canada's objectives and quality standards. This primarily involves developing content and testing the functionality for FP Canada's online portal and registration applications, while ensuring back-end system changes are fully tested and ready for production release.

You will also work with business leaders to prepare project plans and lead project teams to complete projects on time and on budget. You must bring a big picture and pro-active mindset to all your work and have a "go-getter" attitude.

Key Responsibilities

In this role, you will:

- Lead the implementation work for the Operations department by gathering business requirements from internal stakeholders and providing those requirements to the IS team to develop technical specifications
- Develop and maintain content for FP Canada's online portal and applications, and when necessary, supporting policies
- Conduct, drive and establish best practices in user acceptance testing and confirm test cases are successfully completed and all issues have either been addressed or added to the future enhancements list
- Train internal end users on changes to system and work with business owners to modify processes and procedures accordingly
- Provide project management and strategic direction to project teams and share responsibility for deliverables

- Collaborate with internal stakeholders to develop project plans, identify dependencies and risks and provide any other project management deliverables required
- Effectively apply project management methodologies to projects and work efforts.
- Track key project milestones and manages project plans, budget and/or resources to meet the needs of stakeholders based on agreed requirements and scope
- Effectively communication changes to all business areas that are impacted by changes to scope, budget, risk and/or resources during the project
- Ensure project and working documents are complete, current and stored appropriately for future reference

Required Qualifications

- Completed post-secondary education or higher
- 3+ years of experience managing system implementation projects, including QA and end user training
- PMP certification is an asset
- Understanding of SDLC and other project management methodologies such as Agile / Scrum / Waterfall

Competencies

- Proficient in Microsoft Office and MS Project
- Experience working with customer relationship management (CRM) software
- Strong organizational skills
- Ability to handle multiple projects and deadlines simultaneously
- Independent and creative analytical skills and the ability to clearly communicate ideas and confirm understanding
- Excellent interpersonal, oral and written communications skills
- Keen attention to detail
- Service oriented mindset
- Takes ownership and initiative to get things done
- Team player with a professional demeanor and positive supportive nature

About FP Canada

A national professional body working in the public interest, FP Canada is dedicated to championing better financial wellness for all Canadians by leading the advancement of professional financial planning in Canada. FP Canada is the leading certification and enforcement body for professional financial planners in Canada. There are about 17,000 CERTIFIED FINANCIAL PLANNER® professionals and about 1,900 QUALIFIED ASSOCIATE FINANCIAL PLANNER™ professionals, who meet FP Canada's rigorous professional and ethical standards. Learn more at FPCanada.ca.

At a time when society is facing unprecedented technological disruption in all walks of life, as well as the impact of COVID-19 on personal and business finances, Canadians have a greater need than ever for personalized financial planning advice with a human touch.

Working with FP Canada

We're [FP Canada](https://FPCanada.ca), a team of passionate and progressive professionals. FP Canada employs over 55 people, and our office is located in downtown Toronto. Due to the pandemic, you will need to be comfortable working remotely for now. In 2022, we plan to shift to a hybrid-work model. This is a full-time position working 5 days per week, during core business hours, with some flexibility required.

We are committed to wellness and a healthy work environment for our employees. You will earn a highly competitive annual salary, generous paid vacation and personal time, and you will enjoy our comprehensive employee benefits, RRSP matching program, professional development opportunities, flexible work arrangements and regular social events.

We are service-oriented, principled, and driven to make a societal impact, and we strive for and demand excellence, integrity, and respect from each other as well as our external stakeholders. We value collaboration and flexibility, and together have created a collegial and positive work environment.

Our Commitment to Inclusion and Diversity

FP Canada values inclusion and diversity, and different perspectives and experiences; and we are committed to working towards an inclusive and diverse organization, reflective of Canada's population. We encourage candidates who identify in traditionally underrepresented communities (women, racialized persons, indigenous persons, LGBTQ2S+ and persons with disabilities) to apply.

Our Commitment to Accessibility

FP Canada is committed to ensuring equal access and participation for people with disabilities in accordance with the *Ontario Human Rights Code (OHRC)* and the *Accessibility for Ontarians with Disabilities Act (AODA)*. FP Canada will provide accommodation on

request throughout the recruitment, selection and/or assessment process for applicants with disabilities. If you require accommodation, please inform our Human Resources Department at careers@fpcanada.ca.

How to apply

To apply, please submit your application to careers@fpcanada.ca and note the position title in the subject line. Applications will be accepted until November 26, 2021.

We wish to thank all applicants for their interest and advise that only those selected for an interview will be contacted.