## Job Posting – Experienced Investment Administrative Assistant
## March 2024

### Who we are

At Headwaters Financial we help our clients to evaluate their needs and then investigate solutions and implement the best strategies for them. Teamwork is important to us as we're all working together for the benefit of the clients. We're friendly but here to work. We like to hire good, reliable people and let them do their jobs versus having to manage them. We pay well and note that increases in income can be expected as value to the firm increases over time. We are now expanding our team by adding a financial service experienced Administrative Assistant.

The Administrative Assistant would work on-site in our Guelph office, 5 days a week.

### Who you are

You have your completed the Canadian Securities course CSC and/or you have a few years' experience working with mutual funds and insurance products. You may also be working towards your QAFP or CFP designation.

You are a dynamic team player who enjoys working in a team environment providing administrative support and exceptional client service. You like the detailed work that comes with administering products in a full-service firm. You look forward to actively participating in the continued growth of our business and ensuring that all clients feel valued and supported.

The keys to success in this role include applying existing knowledge of financial services, strong skills in prioritizing, taking initiative and problem-solving ability.

### What you will be doing

In this role, your responsibilities will encompass a diverse range of tasks to ensure effective support for our Financial Advisors and enhance our client experience. Here's a detailed breakdown of what you'll be doing:

1. Proactively call/email clients to schedule meetings for the advisors
2. Process and manage new insurance applications, overseeing follow-up activities such as ordering required medicals and summarizing policy information
3. Provide day to day support to clients, answer phone, answer questions, communicate pending status, involving other team members when required
4. New account openings, transfers, trades, purchases, redemptions, switches etc. with direction from the Investment Associate
5. Follow-up on investment transactions and outstanding requirements with clients, dealer and external venders
6. Client meeting preparation including statements, investment summaries and any outstanding documents/service work required

7. Provide crucial administrative support to team members, including the maintenance of client files, both in paper and electronic formats

8. Meet regularly with the Investment Associate to review outstanding activity and upcoming appointments

9. Coordinate client events, prepare and send marketing communications

10. Maintain office supplies (stationery, water, etc.)

11. Offer beverages to clients and ensure dishware is clean and available for use

12. Support other Team Members when required – we are a small office, so we all pitch in where necessary

## What you bring

- Completion of the Canadian Securities Course (CSC) or experience working with mutual funds (at least one of these is required) – if the CSC is not held, it will be required within one year of employment
- Attention to detail in everything
- Experience with life, disability and critical illness insurance (an asset)
- Organizational excellence, time management and communication skills
- Ability to work well independently but also be a strong results oriented team player
- Strong sense of urgency
- Excellent verbal and written skills
- Proficiency in word, excel and power point
- Excellent technology skills
- Experience with Salesforce

## Compensation

Compensation will be between $55,000 and $75,000 depending on experience and licensing.

## Next Step

Please respond with a cover letter expressing your interest in joining this dynamic team. Please note that Kim Poulin of The Personal Coach is assisting us with this hire.