FRASER FINANCIAL GROUP

Investment Planning Counsel®
IPC INVESTMENT CORPORATION

Job Posting - Investment Sales Assistant (Vernon)

JOB OBJECTIVES AND SUMMARY:

The Investment Sales Assistant will be responsible for service excellence in all dealings with clients and back office support services. Major accountabilities will include transaction processing, client servicing, administrative support to the Investment Advisor, completion and follow up on client communication and documentation, including other duties as assigned such as providing back-up for other support staff in general. The incumbent will take the initiative to learn about all Fraser Financial and IPC policies, procedures, and available programs/offerings.

The candidate should demonstrate effective communication skills, be highly organized and have strong attention to detail and accuracy in a fast-paced environment.

REPORTS TO: the Investment Advisor(s)

JOB RESPONSIBILITIES & ACTIVITIES:

RESPONSIBILITY: Provide administrative support to the Investment Advisor(s) in servicing clients (60%)

- Responsible for documentation accuracy and follow up and preparing reports as directed.
- Ensure effective client communication and completion of account paperwork; directly with clients.
- Create and manage task lists to ensure completion to internal and Compliance standards.
- Process daily transactions as required and under the supervision of the Investment Advisor.
- Check daily trades and other transactions to ensure accuracy and timeliness
- Escalate all matters on a timely manner to reporting manager and advisors, as warranted by the situation.

RESPONSIBILITY: Support Advisor(s) with calls, enquiries, and events with respect to excellent client service. (30%)

- Act as the first point of contact between the Investment Advisor and back office staff.
- Establish a clearly defined course of action to accomplish goals and monitor progress against targets; supported by strong note taking and effective communication

RESPONSIBILITY: Team Support (10%)

- Support service delivery and provide absenteeism coverage for other support staff, as directed from time to time.
- Manage and maintain all instructions, notes, and necessary reports in an organized and accessible manner to satisfy compliance obligations, fiduciary duties, and sales requirements.
- Adhere to all firm and regulatory policies by remaining up to date with rules regarding client accounting and industry regulations.

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SKILLS AND KNOWLEDGE REQUIREMENTS:

Education Requirements - Post secondary diploma or degree in business, finance, economics or other related discipline. Completion of the Canadian Securities Course (CSC) and the Conduct & Practices courses are mandatory for Registration purposes and will be a requirement during the first year of employment. Role will be supporting advisors and clients of the firm.

There is an opportunity for further advancement, so candidates with a career objective are preferred.

Industry Experience – Knowledge of the financial services industry would be an asset.

Communication - Excellent customer service skills required. Ability to listen and deliver customers' needs. Timely follow up. Excellent phone etiquette and presentation skills. Ability to foster and maintain excellent relationships with advisors, branch support staff, and Head Office staff.

Organizational skills and time management – Able to multi-task, prioritize and meet tight deadlines. Should be comfortable working in a fast-paced environment and detail oriented. Various key responsibilities require strong time management skills; a strong ability to manage various documents is required

Computer software – Be proficient in Word and Excel, and possibly PowerPoint. Social media savvy in Facebook, Linked In and Twitter.

INQUIRIES:

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