**Administrative Assistant**

**POSITION OVERVIEW**

Provide ongoing daily administrative and operational support to the Financial Advisor. Maintain proactive, professional communication with clients to ensure an excellent client experience. Maintain a high standard of compliance in all aspects of related business activities. Support the Financial Advisor in achieving their business goals.

**POSITION DESCRIPTION**

**1. Ensure consistent delivery of high-quality service on the team to meet or exceed client expectations and service standards.**

* Respond to and ensure all incoming client calls, e-mails, communications, faxes, and inquiries are responded to in a quick, efficient manner
* Manage all incoming administrative communication as possible and delegate remaining communication to the Financial Advisor as and when required
* Provide quick, effective responses and resolution to administrative-based client issues ensuring prompt and efficient problem resolution
* Escalate problems or client issues and bring to the attention of the Financial Advisor as required
* Review and distribute all incoming internal and external correspondence
* Review and distribute all outbound correspondence (word processing and mail merges)
* Manage all administrative requirements related to the day-to-day operations of the team including, but not limited to:
  + Account Opening and follow up
  + Account and Asset Transfer initiation and follow up
  + Systematic investment plans
  + Systematic withdrawal plans
  + Daily activity reports
  + Daily commission reports
  + Other routine administrative functions.
* Monitor your individual activities to ensure adherence to policies and procedures, completeness, and accuracy
* Maintain comprehensive communication with clients using a contact management system.
* Schedule and prepare the Financial Advisor for all client meetings and reviews
* Assist the Advisor in delivery of all relevant client service deliverables including, but not limited to the following: call rotations, birthday cards, holiday acknowledgements, newsletters, client events, etc.
* Establish and maintain effective partnerships with the Financial Advisor, colleagues, and business liaisons outside of the branch team (i.e., Mutual Fund representatives, Accountants, Lawyers, etc.)
* Ensure your individual work area is kept neat and tidy
* Track and request office supplies as and when required
* Ensure proper operation and maintenance of team owned equipment
* Ensure the resolution of technical problems with team owned equipment, calling vendor or technical support staff as required

**2. Maintain a high standard of compliance in all aspects of the business.**

* Implement trades under the direct instruction of the Financial Advisor as and when authorized
* Review daily trade summary to ensure accurate trade implementation
* Ensure all supporting documentation for new accounts and other industry documentation is correct and complete
* Follow the Code of Conduct

**3. Help the Financial Advisor achieve their business goals.**

* Provide various business reporting as and when required by the Financial Advisor for review and/or discussion
* Meet with the Financial Advisor to understand business goals and the various strategies in place to achieve them
* Support ongoing change initiatives and new business practices

**POSITION REQUIREMENTS**

Specific Requirements:

* Appropriate licensing requirements
* x years of financial service experience
* Excellent computer skills with working knowledge of Microsoft Office
* Experience with or a working understanding of contact management software

General Requirements:

* Enthusiastic, motivated, committed, and a team player
* Reliable and professional
* Personable and able to form good rapport with others
* Good oral and written communication skills
* Highly organized, good at multi-tasking, and able to prioritize activities
* Process oriented with attention to detail
* Enjoys routine and administrative work responsibilities
* Able to work well in a dynamic, fast-paced environment.
* Interpersonal skills to develop and maintain good relationships with the Financial Advisor, clients, and colleagues
* Good problem-solving skills sufficient to identify a problem, generate solutions, and decide on a course of action at an administrative level