JARISLOWSKY FRASER

GLOBAL INVESTMENT MANAGEMENT

**Client Service Account Administrator- Support (Float)**

Location: Montreal

Jarislowsky Fraser Limited is a registered portfolio management firm. Founded in 1955 as a research boutique, Jarislowsky Fraser today manages the portfolios of pension funds, foundations, corporations and individuals in Canada, the United States and internationally — representing more than $35 billion in assets under management. Headquartered in Montreal, we have offices in Toronto, Calgary, Vancouver and New York.

The CSA– Support (Float) works with the Team Lead CSA and helps and supports other CSAs in our Montreal office. Their role is to assist Account Managers with their daily tasks and act as one-stop service access for clients. Work closely with the Account Data Management (ADM) team. Liaise and maintain strong relationships with current and prospective clients, as well as their custodians, trust companies and brokers. The CSA – Support (Float) ensures that statements and records are sent out to clients promptly and accurately.

**Tasks**

- Act as support for the Client Service Account Administrators and as such work with different accounts
- Proactively review client accounts for upcoming cash needs including fee payments to JFL and custodian and that no client account falls into a debit position.
- Work closely with the Account Data Management Administrator (ADMA) team to resolve any questions, reduce errors, in preparing monthly and quarterly client mailings and to ensure that all documentation is sent out to clients accurately and on a timely basis.
- Keep client documentation up to date. Ex. monthly letters, welcome kits, working with client or their accountant to find missing book value information.
- Follow compliance procedures and notify Compliance promptly of new or unusual activity.
- Quality Assurance: Validate reports, invoices, receipts etc. before they are sent out.
- Ensure prompt payment of JFL invoices and work with Account Manager to collect outstanding balances.
- Document and address any complaints to the Compliance Officer.
- Other tasks as requested by management.

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GESTION MONDIALE DE PLACEMENTS

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**Skills/Qualifications**

- 1-3 years of experience: Investment industry experience preferred (Brokerage, Investment or Trust Company)
- Strong customer service
- Highly responsive to client queries, and proactive in solving customer problems
- Meticulous attention to detail in everything we do for our clients
- Proactive and professional when managing client issues
- Great communication skills both written and spoken, in English and in French
- Able to turn a negative situation into a positive experience and leave clients happier with us than they were before the issue arose.
- Regulatory/Compliance knowledge as applicable to role
- Results oriented
- Readiness and quickness in learning
- High levels of self-motivation and self-discipline
- Reliable with a good sense of judgment
- Knowledge of MS Word and Excel

We welcome all applications and wish to thank all candidates for their interest in applying for this position. However, only individuals selected for interviews will be contacted.

We are an Equal Opportunity Employer.