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## Client Service Administrator

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Jarislowsky, Fraser Limited is an investment management firm with over 60 years of experience conducting fundamental research and managing assets for pension funds, foundations and endowments, corporations and individuals in Canada and internationally — representing more than CA\$43 billion in assets under management. Our history and culture are rooted in investment stewardship that is expressed through an adherence to quality investing consistent with our long-standing investment philosophy and the advancement of good governance and sustainable investing. Acting in the best interests of our clients is the cornerstone of everything we do. Headquartered in Montreal, we have offices in Toronto, Calgary, Vancouver and New York.

### **Location** Montreal

### **Purpose**

Contributes to the overall success of the Operation department ensuring specific individual goals, plans, initiatives are executed / delivered in support of the team's business strategies and objectives. Ensures all activities conducted are in compliance with governing regulations, internal policies and procedures.

### **Key Responsibilities**

- Champions a customer focused culture to deepen client relationships and leverage broader Bank relationships, systems and knowledge.
- Act as the daily liaison between the client and the Manager.
- 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 Account Data Management Administrator (ADMA), as well as all other Operations teams 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.
- Other tasks as requested by management.
- Understand how JFL's risk appetite and risk culture should be considered in day-to-day activities and decisions.
- Actively pursues effective and efficient operations of his/her respective areas in accordance with Scotiabank's Values, its Code of Conduct and the Global Sales Principles, while ensuring the adequacy, adherence to and effectiveness of day-to-day business controls to meet obligations with respect to operational, compliance, AML/ATF/sanctions and conduct risk.
- Champions a high performance environment and contributes to an inclusive work environment.

### **Qualifications**

- High-level of attention to detail and accuracy.
- Strong customer service.
- Proactive and professional when managing customer issues
- Reliable, with a good sense of judgment.
- Innovative and eager for involvement in news projects and initiatives.
- Excellent communication skills, both written and verbal.
- High levels of self-motivation and self-discipline.
- Bilingual, French and English.

**Reporting Relationships**

<b>Primary Manager:</b>	<ul style="list-style-type: none"><li>• Supervisor, Client Service Administration</li></ul>
<b>Direct Reports:</b>	<ul style="list-style-type: none"><li>• Nil</li></ul>
<b>Shared Reports</b>	<ul style="list-style-type: none"><li>• Nil</li></ul>

**Dimensions**

<ul style="list-style-type: none"><li>• Provide support to Portfolio managers with their daily tasks and act as one-stop service access for clients in Toronto.</li></ul>
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**Education / Experience / Other Information**

<ul style="list-style-type: none"><li>• Bachelor in Business or Economics or another related field</li><li>• 0-3 years of work experience in a similar role</li><li>• Investment industry experience preferred (Brokerage, Investment or Trust Company)</li><li>• Strong knowledge of Excel and experience with Microsoft Office Suite</li></ul>
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**Working Conditions**

- Work in a standard office-based environment.

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. Please send your CV and cover letter to [kcarriere@jflglobal.com](mailto:kcarriere@jflglobal.com)