

Client Service Administrator

Jarislowsky Fraser Limited (JFL) is a registered portfolio management firm founded in 1955 as a research boutique. As of June 30th 2019, JFL manages more than \$38 billion Canadian on behalf of pension funds, foundations, corporations and individuals in Canada, the United States and internationally. Solidified by a strong fiduciary culture, JFL has a long history of advocating for good governance. Headquartered in Montreal, we have offices in Toronto, Calgary, Vancouver and New York.

Location Vancouver

Purpose

The CSA's role is to assist Account Managers with their daily tasks and act as one-stop service access for clients. Liaises and maintains strong relationships with current and prospective clients, as well as their custodians, trust companies and brokers. The CSA ensures that statements and records are sent out to clients promptly and accurately.

Key Responsibilities

- 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.
- Document and address any complaints to the Compliance Officer.
- Ensure the replacement of the receptionist when necessary
- Other tasks as requested by management.

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, in English and in Mandarin.
- High levels of self-motivation and self-discipline.

Reporting Relationships

Primary Manager:	<ul style="list-style-type: none">• Associate Director, Operations
Direct Reports:	<ul style="list-style-type: none">• Nil
Shared Reports	<ul style="list-style-type: none">• Nil

Dimensions

<ul style="list-style-type: none">• Provide support to both Institutional and Private Wealth teams in Vancouver

Education / Experience / Other Information

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