

Receptionist - Client Service Administrator

Jarislowky, 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\$53 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 Calgary

Purpose

The Receptionist - CSA's role is to assist the Calgary team 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.

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.
- Ensure reception always has someone to greet people and answer phones
- Cover reception for breaks and lunch
- Close switchboard and lock up reception at 5PM (end of day)
- Picking up, opening, distributing, stamping & delivering mail
- Printing & checking the money market trades
- Responsible for cleanliness/tidiness of reception, boardrooms, mailing room & kitchens
- File closed accounts
- Printing and binding books/reports for client meetings or other staff

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.

JARISLOWSKY FRASER

GLOBAL INVESTMENT MANAGEMENT

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Reporting Relationships

Primary Manager:	<ul style="list-style-type: none"> • Supervisor Client Service Administration
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 Calgary

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

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