

Role: Brokerage Operations Services Associate- Wealth Management Operations

This is a hybrid in office role – prescribed days :Tues/Wed/Thurs – no negotiation (3 days in office minimum * subject to change)

Job Description:

The Wealth Canada Mid Office Support Administrator is responsible for the oversight and monitoring of all activity within the Wealth Management retail client accounts within Canada. This includes activity within OMNIBUS accounts to support Corporate Plan business.

<https://morganstanley.eightfold.ai/careers?domain=morganstanley.com&pid=549771101031>

Required Skills:

7 – 8 years work experience within the Wealth Management retail operations support space at IIROC broker dealer

Experience working on a Canadian brokerage platform: Dataphile preferred, knowledge of ISM or Broadridge acceptable

Understanding of an Introducing/Carrying relationship

Knowledge of mutual funds (purchase / redemption's), dealer codes / rep codes

Knowledge of Client Account transfer process (in-kind, cash & security positions), via ATON and non-Aton / Book cost

Knowledge of Self Direct Registered Plans (RRSP/RIF's)

Knowledge of Dividend and Interest bookings to retail accounts

Knowledge of Year-end tax reporting (T5's, T3's, T5013 etc.)

Knowledge of Retail Client Account Opening (Cash, Margin (under-margin) & Registered (contributions, de-reg, cash/security in kind)

Knowledge of Retail Client Account Activity (Cash accounts (cash debits), Margin Accounts (under-margin), Guarantee/Guarantor linkage of accounts & Registered Accounts (contributions, de-reg, cash/security in kind)

Reconciliation (cash & security positions) of all types of accounts

Banking / Cash management knowledge

Strong analytical and problem solving skills with attention to detail

Strong organizations skills, with the ability to multitask

Ability to work collaboratively within a team environment (locally and other service groups globally)

Computer proficient

Specific Duties:

- Review all daily activity within Wealth retail accounts: This includes trade transactions, cash and security entries and cash wires, dividend & interest entries
- Monitor all administrative requests from our partners
- Develop Operational SLA's (service level agreements) that can be monitored and tracked
- Responsible for the ongoing monitoring and control of day to day service quality workflow and related fulfillment/servicing activities
- Check and reconcile information and documentation to ensure accuracy and completeness
- Identify and analyze issues and problems and resolve in a timely manner or escalate as required
- Ensure action plans are put in place to mitigate identified process or knowledge gaps

- Support sales/service partners in the implementation of new processes / initiatives within the team for proper and full oversight
- Take leadership oversight of client care and / or service partner issues as a priority: resolving at source where possible, promptly and accurately
- Develops and maintains an understanding of the regulatory requirement and risks inherent in the operations to take appropriate actions and maintain operation integrity
- Ensure adherence of Operations Risk & , Compliance policies (local/Canada), processes and procedure guidelines to mitigate operational risk
- Clear team player mindset enabling successful partnering and collaboration with others to drive results
- Develops and maintains effective relationships with internal and external stakeholders to execute work and fulfill service expectations
- Other duties/responsibilities if and when identified by management

Education: University and or College degree

CSC (Canadian Securities Course) is an asset