New Accounts Administrator – Vancouver

WHO WE ARE

Anchored in our purpose to help clients achieve their financial goals, Odlum Brown has remained an independent, full-service investment firm for over 100 years. Wholly owned by its team members, the firm continues its tradition of leadership in the financial community as one of BC's most respected investment firms.

We are honoured to be nationally recognized as one of Canada's Best Managed Companies and one of Canada's Most Admired™ Corporate Cultures, and to share the achievement of a century in business with our valued team members, clients and communities.

CULTURE AND VALUES

Guided by a set of timeless core values – Clients First, People, Accountability, Independence, Integrity and Community – we are very proud of the vibrant, ever-evolving culture that we have built over the years. These values are the cornerstone of our culture and the principles that provide a compass for our actions and unify us as a team.

PEOPLE

We have skiers, mountain bikers, hockey players, runners, volleyball players, movie buffs, bookworms, animal lovers, musicians, yogis, world travelers – all with diverse backgrounds and experiences to share from around the globe. You will work with really interesting people and make great friends, too.

COMMUNITY

We are serious about supporting the communities where we live and work. A recipient of a Canada's Volunteer Award from the Government of Canada, we are committed in heart and mind to everything we do in the community, and we work hard to inspire passion and fun while doing it.

PROFESSIONAL DEVELOPMENT

Continuous learning matters. We are committed to providing career-long support for learning and growth.

THE OPPORTUNITY

We have an opportunity for a New Accounts Administrator to join our award-winning firm in the Vancouver office.

WHAT YOU'LL DO

This role reports to the Supervisor, New Accounts and Document Management, and works closely with our Investment Advisors, Assistants and other departments within our Client Services operations.

You will be partnered with the Team Lead and work in a collaborative environment within the New Accounts and Document Management team. You will be responsible for providing exemplary service to clients and advisory groups by ensuring new and existing account information is complete and accurate, in accordance with regulatory compliance. The ideal candidate is a critical thinker with exceptional attention to detail, combined with strong communication skills and solid investment industry experience.

RESPONSIBILITIES

- Review a high volume of new and existing client account forms and update client account information
- Review and reconcile client account fees in accordance with fee model and structure

- Process client account documentation with accuracy and in accordance with regulatory compliance
- Provide customer service and administrative support to Investment Advisors and Assistants
- Deliver client service excellence by responding to inquiries accurately and in a timely manner
- Ensure standard operating procedures are followed and service level agreements are met in a fast-paced, service-driven environment
- Maintain up-to-date knowledge of fee structure models
- Identify opportunities to streamline processes for operational efficiencies and collaborate with team members to document new and existing processes
- Engage in continuous learning and development to increase knowledge as an account administration expert including but not limited to processing, regulations and fees
- Participate in cross-functional department reporting, audit and review projects

KNOWLEDGE AND EXPERIENCE

- Minimum of two years of investment industry experience in New Accounts, Client Services, Compliance or similar function
- University graduate with a Finance, Accounting or Business degree is an asset
- Proven experience in serving clients in a professional services environment
- Exceptional attention to detail and skilled at working efficiently and accurately
- Strong organizational skills with ability to prioritize important and time-sensitive tasks
- Self-starter with solid work ethic; eager to learn and take on new tasks and responsibilities
- Strong interpersonal and relationship-building skills with ability to work independently and within a team
- Excellent verbal and written communication skills
- Experience with Broadridge's Dataphile, PureFees platform or similar bookkeeping system is an asset
- Intermediate proficiency in Microsoft 365
- Familiarity with the investment industry and/or completion of the Canadian Securities Course or other investment-related courses is an asset

WHAT WE OFFER
A culture of openness, collaboration and respect is foundational to our firm. We are a diverse, driven group of individuals who genuinely care about one another and encourage and appreciate each other's contributions. We believe in rewarding team members and do this by providing a competitive total rewards package that is fair and equitable; mentorship programs; flexible work options; and a variety of professional development opportunities to expand your career. This role has an expected salary of $48,000 – $55,000/year, plus the potential for bonuses.

Our team is growing, and we've got room for one more if you're interested. If this sounds like the environment you'd like to work in and you have the credentials and experience for this role, we invite you to submit a cover letter and resume to careers@odlumbrown.com by **November 15, 2024.**

Candidates must be legally eligible to work in Canada. Full disclosure of any restrictions must be disclosed at the time of expressing interest and supporting evidence provided prior to any potential offer of employment.

We appreciate your interest and thank you for taking the time to consider this opportunity. We will be in touch with individuals whose profiles most closely match what's needed to be successful in this role.