



JOB TITLE: Manager, Transfers
DEPARTMENT: Operations, Worldsource Wealth Management Inc. (“WWM”)
REPORTS TO: Director, Administration
LOCATION: Markham, ON

JOB STATEMENT:

Reporting to the Director, Administration and working in a fast-paced environment, the Manager, Transfers will oversee the account transfers and document management team for Worldsource Financial Management Inc. (“WFM”). The highly motivated and energetic candidate must have thorough knowledge and understanding of transfer processing, including the use of ATON and A\$M for cash movements. The candidate must demonstrate strong registered products knowledge as well as having a complete understanding of CRA and MFDA regulations as they relate to transfer activities. The candidate will also be responsible for resolving escalated items by researching, analyzing and ensuring issues are resolved in a timely manner.

ESSENTIAL FUNCTIONS:

- Overseeing processing functions as they relate to transfer activities, including setting-up transfer requests on Dataphile and ensuring that proper follow up occurs in order to meet completion within industry guidelines and internal SLAs;
- Overseeing the document management function to ensure appropriate processing requests are delivered to the correct processing team within WWM;
- Overseeing trade placement on behalf of the advisors as it relates to incoming cash as a result of a cash transfer;
- Compiling information for month-end statistical reporting and presenting information and data in a structured manner to stakeholders of varying areas across the organization;
- Representing WFM in certain industry committees as they relate to new initiatives around transfer processing (Fundserv, CDS);
- Investigating and responding to client service inquiries and escalations;
- Providing recommendations on updates to WWM’s policies and procedures manual, portal and systems;
- Completing necessary testing for industry (FundSERV) and Dataphile releases;
- Ensuring process improvement initiatives are a constant focus within the group;
- Assisting the Director with projects and day-to-day functions; and
- Performing other duties as assigned.

QUALIFICATIONS:

- Post-secondary education
- Minimum of 5 years of administrative, new accounts and client service experience, in a back office or branch environment
- Proven people management experience
- Strong verbal and written communication skills
- Detail-oriented with excellent organizational and problem-solving skills
- Ability to work independently as well as in a team environment
- Knowledge of Dataphile, Fundserv, CDS (ATON) and Microsoft Office an asset

COMPENSATION:

Commensurate with experience

If you are interested in applying for this position, please forward a cover letter and resume in confidence to hr@worldsourcewealth.com.

Worldsource is committed to accessibility in employment and to ensuring equal access to employment opportunities for candidates, including persons with disabilities. In compliance with AODA, Worldsource will endeavour to provide reasonable accommodation to persons with disabilities in the recruitment process upon request. If you are selected for an interview and you require accommodation due to disability during the recruitment process, please notify the hiring manager upon scheduling your interview.

We thank all applicants for their interest but only those selected for an interview will be contacted.