



**JOB TITLE:** Salesforce System Analyst  
**DEPARTMENT:** Guardian Capital Group Limited (“GCG”)  
**REPORTS TO:** Supervisor, Client Reporting & Operations  
**LOCATION:** Commerce Court West, 199 Bay Street, Toronto

**JOB STATEMENT:**

Guardian Capital Group Ltd has an immediate need for a Salesforce System Analyst in the Client Reporting & Operations team, specializing in the support and development of Salesforce CRM. As part of a team of 5, the role’s main responsibility is to provide support on the operation side of CRM. This role is suitable for an individual in a similar role who has industry knowledge and experience, solid Salesforce skills, and advanced Excel skills. A successful candidate should also be proficient at time management while paying attention to details.

**ESSENTIAL FUNCTIONS:**

*Salesforce CRM Focus –*

- Leading the preparation and maintenance of reporting for high profile and sensitive clients;
- Subject matter expert for GCA Salesforce Financial Services Cloud environment
- Support and training of Salesforce as used by various levels of investment, administration, compliance, and operations staff;
- Development of Salesforce and related applications, especially Appian;
- Support and training for digital client onboarding developed in Appian;
- Development and support of data driven reports and dashboards in Salesforce for support staff and senior management;
- Work with related vendors to ensure continuous improvements in processes and use of the system; and
- Work with internal stakeholders to ensure the effective use of Salesforce and improvements are implemented.

*Other Duties –*

- Support and development of other advanced VBA Excel solutions developed for the team; and
- Execution of special projects related to client reporting and the client experience.

**QUALIFICATIONS:**

- Post-secondary education
- Successful completion of the Canadian Securities Course
- Experience leading a team
- Over 5 years of experience in the securities industry
- Ability to meet deadlines and multi-task
- Strong interpersonal and problem-solving skills
- Advanced abilities in Microsoft Office products
- Experience with Salesforce and SS&C systems such as Pacer and Pages, a definite asset
- Strong technical abilities
- Demonstrated ability to work in a team environment

**COMPENSATION:**

Commensurate with experience

*If you are interested in applying for this position, please forward a cover letter and resume in confidence to [careers@guardiancapital.com](mailto:careers@guardiancapital.com).*

*Guardian is committed to accessibility in employment and to ensuring equal access to employment opportunities for candidates, including persons with disabilities. In compliance with AODA, Guardian 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.*