



POSITION TITLE: Wealth Associate - With the Park Place Securities Team
DIVISION: Investment and Individual Pension Plans
SALARY RANGE: \$55,000 - \$75,000 per year base salary, bonus/commissions, comprehensive group benefits, wellness and group RRSP matching program (commensurate with experience and designations)

DATE LAST REVISED: February 2, 2023

Park Place Securities is looking to grow our team with people who have a passion for excellence and apply a high ethical standard in their work. Prioritizing the client first, we ensure that strong, positive processes are in place to create and preserve wealth across family generations.

GENERAL ACCOUNTABILITY

The Wealth Associate is a mission-focused, high performing members of our investment team with the skills, sensitivity and personal confidence to liaise with clients. In support of investment sales and client acquisition, the Associate will be responsible for the required documentation and communication processes, ensuring timely support to the advisors and management team on their wealth and individual pension plan portfolios. In harmony with this is an emphasis on satisfying client needs and expectations through efficient and effective service. The Associate is expected to provide professional, knowledgeable sales, service and financial planning support and will be a critical resource in supporting the growth and servicing of our client base.

MAIN RESPONSIBILITIES

- Gather client information and prepare financial plans and presentations for clients
- Execute trades, & document client discussions
- Reconcile CRM with client/advisor activities
- Participate in and support the Wealth Advisor team in facilitating the firm-wide investment committee meetings which include agenda items such as: review of portfolio managers, fund selection, investment value proposition and more
- As requested, attend client meetings with the Wealth Advisor team and help prepare proposals and financial plans.
- The Associate will work collaboratively with the investment team and committee.
- Act as a point of contact for investment clients, ensuring mail, email and phone inquiries are responded to quickly and efficiently

- Document notes from client meetings, complete tasks and regular follow up to ensure timely completion
- Complete and respond to client service requests and updates, such as preparing client applications for signatures
- Work with the wealth advisor to draft, track and follow up on all new client onboarding and service requests
- Follow up on fund transfer requests and document completion and amounts
- Run reports on client accounts including, suitability, cash position reports, debit balance reports, asset reports
- Renew client KYC's
- Prepare and maintain compliant new and existing client files
- Check all applications and files for accuracy and ensure all documentation is completed in its entirety and within compliant standards
- Execute client transactions in a timely manner and follow up as needed
- Identify and follow up on any missing documentation or information
- Collaborate with each client's professional team to gather documentation as required
- Focus on continuous improvement by bringing innovative and new ideas to improve client experience and workflow amongst the team
- Ensure all transactions comply with privacy, corporate and anti-money laundering standards
- Maintain best practices through professional development and seeking out learning opportunities with our investment dealer
- Follow compliant processes and procedures.
- Update client relationship management system with client interactions and activities.

WORKING RELATIONSHIPS

Customers/Clients: Continuous interaction to contribute to sales process, advise, guide and resolve questions, concerns and complaints.

Companies: Ongoing interaction to resolve escalated issues related to customer policies and to maintain up-to-date knowledge of individual company policies.

Advisor Team: Ongoing interaction to direct work, exchange information and provide guidance related to client files.

SKILLS AND COMPETENCIES:

- Good workflow management, the ability to know where each person is in the pipeline, tasks needed to move the client forward
- Strong follow up skills to coordinate and execute on client investment strategies in a timely way across multiple stakeholders
- Intermediate knowledge of investment products and ability to answer basic questions about the types of investment accounts and their features (for example, RRSP, TFSA, RESP, etc.)
- Financial Planning abilities with CFP designation or an interest in obtaining it
- Strong organizational skills, flexibility and a positive attitude to taking on new challenges
- Ability to effectively plan, prioritize, pay attention to detail, and problem solve independently
- Demonstrated ability to maintain the strictest confidence in all work

- Demonstrated ability to work under pressure and meet tight deadlines
- Strong interpersonal skills with a proven ability to build and establish strong relationships with our clients, internal and external partners, suppliers and members of the team
- Ability to work independently and effectively manage time to meet individual goals and deadlines
- Exceeds client expectations which results in strong referrals/testimonials
- Exercises independent good judgment, discretion, diplomacy and confidentiality in all communication
- Spirit of continuous learning and growth

KNOWLEDGE, TRAINING AND QUALIFICATIONS

- Experience as a Financial Advisor, Paraplanner or Experienced Administrator within a team in a growth-oriented office
- Knowledge of contracts, investment and insurance terminology, products and carriers
- Securities License required
- CSC required or willingness to obtain it within the first 12 months of employment
- CIM and/or CFP an asset
- Valid Ontario driver's license to travel to client sites as needed
- Maintaining up-to-date knowledge on company changes (e.g. portals, policies, risk tolerance, terminology)
- Proficient in Microsoft Office 365 to include: PowerPoint, Outlook, Excel and Word
- Skilled at using video conferencing applications
- Experience using a client relationship management system

WORKING CONDITIONS:

Physical Effort: Majority of time is spent in a comfortable position and most activities require a variety of easy muscle movements. Sustained keyboarding with a required ability to sit for extended periods of time

Physical Environment: Environment has only occasional exposure to mild unpleasant or disagreeable conditions with remote possibility of accident or health hazards. Regular travel for business and client meetings required.

Sensory Attention: Work activities involve need to concentrate for intermediate durations and close attention several times daily. Excellent reading comprehension of printed and electronic text required.

Mental Stress: Fast-paced work environment with occasional exposure to one or more mental pressures (e.g. deadlines, needs for accurate, potentially difficult clients or situations).

Please note: The above statement reflects the general details considered necessary to describe the principal functions of the job identified and shall not be considered as a conclusive description of all work required in the position. This job description may be subject to change in order to meet organizational, client or operational requirements.