PARK PLACE
FINANCIAL

Clarity | Perspective | Choice

POSITION TITLE: **Client Service Specialist, Group and Individual**

REPORTING TO: **Chief Compliance Officer and Client Experience Manager**

DATE LAST REVISED: **July 5, 2021**

Please send applications to elizabeth@parkplacefinancial.ca

Park Place Financial 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 Client Service Specialist is accountable for providing a high level of support to the advisor team in achieving their short-term and long-term goals through co-ordinating, liaising, processing client requests and paperwork, scheduling, and monitoring client outcomes and project workflow. In harmony with this objective is an emphasis on satisfying client needs and expectations through efficient and effective processes to ensure outstanding front-line service and support. The Client Service Specialist is expected to provide professional, knowledgeable sales and service support to deliver an unparalleled client experience that contributes to new sales and conservation of existing business.

MAIN RESPONSIBILITIES

- Prepare group benefit plan, group retirement plan, insurance and investment information, agendas and packages for new business meetings and client review meetings
- Process all new business with Quadrus, Canada Life and our other carriers and MGA for the Kingston advisor team
- Be the point of contact for service requests for individual and group clients

- With direction from the advisor, go to market for pricing on group insurance and group retirement plans for presentation to the client
- Book, track and follow up on all underwriting processes for insurance
- Follow up on all asset transfers to confirm completion and accuracy of implementation
- Act as a point of contact and gather information from our clients' professional teams (for individual) and HR departments (for group) as requested
- Identify new business opportunities through your regular interactions with clients and update advisors on new information about our clients
- Data entry for our CRM, e-filing and other reporting and tracking tools
- Continuous follow up for all new investment and insurance business
- Continuous follow up for all new group benefits and group retirement business
- Assist the advisor team in tracking and facilitating claims
- Follow compliant processes and procedures
- Ensure all transactions you encounter comply with privacy, corporate and anti-money laundering standards
- Maintain compliant client e-files
- Maintain best practices through reviewing Advisor site and reference guides
- Provide front reception support to the team
- Ensure mail, email and phone inquires are responded to quickly and efficiently
- Plan and coordinate advisor/client events
- Work with the Compliance Officer to ensure that all file preparations and agendas for client meetings are compliant with applicable regulations.
- Identify and follow up on any missing information, including regulatory documents
- Focus on continuous improvement by bringing innovative and new ideas to improve client service and advisor workflow
- Provide backfill support when required for the broader client service team
- Update CRM with your client interactions and activities
- Contribute to operational processes to ensure continuous improvement in the quality of our client engagements.
- Contribute to the overall cleanliness of the office and order of the shared file room areas.
- Other duties as assigned.

WORKING RELATIONSHIPS

Advisor team: Ongoing interaction to direct work, exchange information and provide guidance related to client files
Customers/Clients: Continuous interaction to contribute to assist, advise, guide and resolve questions, concerns and complaints.

SKILLS AND COMPETENCIES

- Strong interpersonal skills with a proven ability to attract, build and establish strong relationships with our clients, stakeholders, and members of the team
- Demonstrated ability to set and achieve strategically important goals

- High energy, positive, organized and excited about the work that we do for our clients
- Exercise good judgment, discretion and confidentiality in all communications
- Strong ability to plan in advance and anticipate client needs
- A team player
- Strong relationship building both online and offline, so clients, and advisors feel confident communicating directly with you to achieve their goals
- Spirit of continuous learning and growth
- Strong attention to detail that creates great experiences for our clients.
- Demonstrated ability to maintain the strictest confidence in all work
- Demonstrated ability to work under pressure and meet tight deadlines
- Independent worker and effective time manager in meeting individual goals and deadlines
- Extraordinary organizations skills, flexibility and positive attitude to take on new challenges
- Effectively prioritize, pay attention to detail and problem solve independently
- Proven commitment to being proactive and going beyond expectation

KNOWLEDGE, TRAINING AND QUALIFICATIONS

- Experience assisting a Financial Advisor team in a growth-oriented office
- Knowledge of contracts, investment and insurance terminology, group benefits and group retirement products and carriers
- Minimum of three (3) years experience in a high performing administrative role
- Experience with processing and tracking life insurance applications including tracking the underwriting process a strong asset
- Proficient in Microsoft 365 Online / Outlook
- Demonstrated ability to work under pressure and meet tight deadlines
- Experience using Salesforce or a client relationship management system an asset

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. Occasional travel for business and client meetings required. Occasional work on evenings or weekends for special events and community engagements.

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.

REVIEWED BY:

____	______________________________
Name and Signature	**Supervisor's Name and Signature**
____	______________________________
Date	**Date**