



Client Service Administrator II Montreal Area

We're Investors Group – a Canadian leader in providing personal financial planning services, and dedicated to building lasting client relationships. This is your opportunity to build a career with a leading organization where you can learn, grow and thrive both professionally and personally.

Our vision is to be the best financial services company serving the long term needs of individual Canadians.

At Investors Group:

- We relate to our diverse clients through **Comprehensive Planning**.
- In all of our endeavours we are **Diligent In Our Efforts**.
- We respect each other and the communities we serve by being **People Who Care**.

If you share our vision and values, we'd like to hear from you.

We are currently looking for a Client Service Administrator II (CSA II) to join our Region Office in Montreal area.

This position acts as the first line contact to our clients and the public as well as provides operations support to the region. The CSA II position is responsible for processing key business transactions such as deposits and client adjustments. The CSA II position provides service to both internal and external clients of Investors Group, which involves communication of information, problem resolution and distribution of correspondence and mail from various sources.

Responsibilities include:

- Pre-edit and processing requests and process new accounts. Processing data for financial deposit and dealing banking products requests.
- Assist consultants with office procedures, forms information and general guidance.
- Supports Region Coordinator as required.
- Performs Receptionist duties as required.

Qualifications:

- Minimum 2 years administrative and reception experience, or a combination of experience and related education.
- Post-secondary education in a related field i.e.: Business Administration Certificate or Diploma.
- Must be proficient in PC capabilities such as Word, Excel, and PowerPoint.
- Ability to organize, prioritize multiple tasks under tight deadlines and proven ability to communicate effectively with individuals at all levels, including the general public.
- Bilingual spoken and written.
- Experience in an Investment Administration environment an asset.

To apply for this position, send a cover letter and resume, indicating the position title, to:
humanresourceeastcanada@investorsgroup.com. Deadline for applications is February 17, 2012.

We thank all applicants, however, only those under consideration will be contacted.