



***Client Service Administrator I
Niagara Falls, Ontario Area
Part time Position / 20 hrs per week***

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 I to join our Division Office in Niagara Falls, Ontario.

This position acts as the first line contact to our clients and the public as well as provides operations support to the region. Responsibility for consultant support activities and relationship management is a critical element of this position.

Responsibilities include:

- Responsible for operating the multiple switch board, greeting clients and referring them to the appropriate resources.
- Sorting and distributing incoming mail and preparing outgoing mail. Ensuring compliance with corporate business standards.
- Carry out preliminary verification of applications and other transaction requests. Processing adjustments and additions to Pre-Authorized Contribution Plans.
- Responding to client or consultant queries regarding administrative and departmental methods.
- Assigning accounts to different consultants.

Qualifications:

- 1 to 2 years administrative experience, preferably in the Financial Services industry.
- Post-secondary education in a relevant field i.e. Business Administration Certificate or Diploma
- Proven proficiency with Windows and Microsoft Office applications.
- Proven ability to communicate effectively with individuals at all levels, including the general public and strong team spirit.
- Discretion and ability to organize and prioritize multiple tasks under tight deadlines in a stimulating and enjoyable environment.

To apply for this position, send a cover letter and resume, indicating the position title, to:
humanresourceeastcanada@investorsgroup.com. Deadline for applications is February 22, 2012.

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