

## **MANAGER, OPERATIONS VANCOUVER, BC Job Posting # 14-088**

Raymond James Ltd. is seeking a Manager, Operations to work in our downtown Vancouver office. Raymond James Ltd. is one of Canada's leading independent investment dealers offering high quality investment products and services to Canadians seeking customized solutions to their wealth management needs.

Reporting to the Vice President, Operations, the successful candidate will be responsible for providing leadership and management direction to the team and will also be responsible for measuring, monitoring and managing departmental performance. This management level position requires the ability to work in a high-volume, pressure oriented environment where inherent system and service deadlines require very strong organizational and prioritization skills.

In this key "Service 1st" role you will also be required to successfully interact with key stakeholders and internal clients across the firm, including the Private Client Group, Equity Capital Markets and Corporate Services Group. External clients and third-party service providers are also important relationships to be managed. A significant measure of success will be derived from results achieved in the ongoing objective of improving efficiencies and service levels throughout Operations.

Specifically you will:

- Lead, manage and co-ordinate the day-to-day operation of your assigned functional area(s). Provide leadership to members of your team, ensuring adherence to departmental and inter-departmental operating policies and procedures, while demonstrating strong client-centric problem resolution skills;
- Coach your team by designing personal development plans and skills enhancement training for each associate. Conduct regular, structured and informal one-on-one and department-wide meetings to provide a venue for common goal setting and opportunities for collaborative idea sharing;
- Oversee the timely measurement of key performance data, service level results and associate skills tracking information. Provide related variance reporting and improvement plans as required;
- Act as the senior department contact for all internal and external stakeholders, including representing RJL on internal/external working groups or subcommittees as assigned;
- Lead and/or provide assistance to initiatives to meet or exceed changing industry and regulatory requirements, while ensuring the firm adapts with or sets industry best practices that are monitored through effective quality controls and risk-mitigation internal controls;
- Assess, identify and implement performance improvement and/or reengineering opportunities through documented process reviews;
- Participate, assist and provide project management support to the Vice President, Operations, and/or the Project Management Office as assigned for RJL initiated Projects including annual budget planning;
- Ensure the ongoing accuracy and integrity of departmental procedure manuals, as guided by RJL's internal control policies;
- Other duties as assigned.

To qualify for this opportunity you possess:

- A university or professional degree (i.e. CPA) in a field related to business or Operations Management;
- Successful completion of the Canadian Securities Course is preferred;
- Minimum 5-8 years progressive management and/or leadership experience in a diverse environment preferably in an Operations role, with direct or related Financial Services industry experience;
- Exemplary customer service skills and attentiveness;
- Experience successfully leading a team to:
  - exceed stated goals and objectives;
  - create, enhance and monitor internal procedures designed to improve performance;
  - implement projects effectively and in a timely manner;
- An ability to adapt to changing assignments and responsibilities, strategic directions and altering priorities;
- Keen interest in learning and expanding your knowledge base but also understand credibility and/or mastery only comes from "rolling your sleeves up" when learning new tasks;
- Proficiency with MS Office and working knowledge of Broadridge Dataphile or other brokerage technologies would be beneficial;
- Superior verbal and written communication skills;
- Strong leadership abilities with proven skills in problem resolution and handling sensitive or confidential situations with tact and diplomacy;
- Excellent organizational and time management skills with the ability to work under pressure to meet deadlines while maintaining accuracy.

This is a full-time position with a competitive compensation and benefits package.

If you would like to join our team, please send a resume and covering letter, **quoting the position and Job Posting #** by September 30, 2014 to:

Human Resources  
Raymond James Ltd.  
2100 – 925 West Georgia Street  
Vancouver, BC V6C 3L2  
E-mail: [resumes@raymondjames.ca](mailto:resumes@raymondjames.ca)

We thank all candidates for their interest and advise that only those under consideration will be contacted.