



JOB TITLE: Operations Analyst
DEPARTMENT: Operations, Worldsource Wealth Management Inc. (“WWM”)
REPORTS TO: Director Projects, Production Control, Tax and Investor Reporting
LOCATION: Markham, ON

Worldsource requires all new hires to be fully vaccinated against COVID-19 at least 14 days before the start date (subject only to any approved accommodation).

JOB STATEMENT:

Reporting to the Director Projects, Production Control, Tax and Investor Reporting, the Operations Analyst will be responsible for supporting the larger Operations team with statistical reporting, board reporting, and enjoy extracting transactional data for metric/graphs/charts. This person will manage client form changes, and support the production and testing of client statements and tax processing for both dealers (WSI/WFM). This person will support the Director of Production control, on projects and initiatives; this will include triaging escalations, vendor support, and general inquiries. With a keen eye for detail, and a desire to learn, this person will enjoy supporting projects, and leading small initiatives. This candidate will be a self starter, with an ability to multi-task, while working in a fast- paced environment. The preferred candidate will require strong communication skills, with a focus on problem resolution. This person will enjoy analytical work, and equally enjoy working alone or collaborating with a team. This role will support various departments, and liaison with both back office and front office team members, in a professional manner, while ensuring to deliver on the service level agreements outlined.

ESSENTIAL FUNCTIONS:

- Providing support as a Dataphile subject matter expert (“SME”) as it relates to daily processing, for both back office and front office;
- Querying and gathering statistical data for Meetings and Board reporting which includes filtering transactional data to transpose into graphs/charts;
- Owning communication updates in relation to client reporting, tax processing and forms;
- Supporting Operations department with process maps and documenting procedures;
- Overseeing year end processing, which includes attending vendor meetings, preparing communications, running statements and tax slip production, maintaining tax modules, while ensuring all communicated deadlines are adhered too;
- Owning Client statement testing, general inquiries, and resolving statement performance inquiries;
- Supporting leaders with Dataphile applications which includes logging tickets, liasoning with vendors, and development requests;
- Supporting back office teams with reporting needs, which can include providing custom queries to facilitate special activities, as well as data integrity as needed;
- Championing a customer focused culture to deepen client relationships and leverage broader relationships, systems and knowledge;
- Supporting the leaders in Operations in creating administrative efficiencies to reduce operating expenses and decrease administrative errors; and
- Handling other duties and projects, as assigned.

QUALIFICATIONS:

- University degree or equivalent
- Business Analyst certification an asset
- 3-5 years of investment industry experience; previous experience in dealer back office preferred
- Results driven, with a keen attention to detail, and the ability to work collaboratively, as well as independently
- Strong analytical skills and problem resolution mindset, with the ability to resolve issues, confidently, and implement solutions
- A desire to learn and evolve with the department
- Intermediate or advanced knowledge of Microsoft Office tools required; MS projects, Excel sheets, Macros, PowerPoint, Adobe Pro
- Broadridge/Dataphile, FundSERV, CDS, Cannex, Salesforce knowledge, an asset

COMPENSATION:

Commensurate with experience

If you are interested in applying for this position, please forward a cover letter and resume in confidence to hr@worldsourcewealth.com.

Worldsource is committed to accessibility in employment and to ensuring equal access to employment opportunities for candidates, including persons with disabilities. In compliance with AODA, Worldsource will endeavour to provide reasonable accommodation to persons with disabilities in the recruitment process upon request. If you are selected for an interview and you require accommodation due to disability during the recruitment process, please notify the hiring manager upon scheduling your interview.

We thank all applicants for their interest but only those selected for an interview will be contacted.

