Assistant Manager, Client and Advisory Services

REQUISITION NUMBER

CFMWS03483

Country **Canada**

Province/State **Ontario**

City **Ottawa**

Street Address **220 Laurier Ave, Suite 200**

POSITION TYPE

Permanent Full Time

SALARY

$67130.00 - $79010.00 CAD Per Year

APPLY BY

WHO WE ARE

The Canadian Forces Morale and Welfare Services (CFMWS) supports the Canadian Armed Forces members and their families wherever they are in the world through the provision of fitness, recreation and leisure activities, family and charitable support, retail as well as personal financial services. We offer our employees the opportunity to work with a purpose every day in an inclusive, healthy, respectful and rewarding work environment.

THE ROLE

Do you have a strong client-focused and advice-oriented approach?

Are you looking for your next challenge to support and coach a team?

As an Assistant Manager, Client and Advisor Services, your flexibility and adaptability will be essential for leading and coaching a virtual team Nationally. Together, you will deliver exceptional client experience and maximize opportunities through coaching, digital education, and collaboration with SISIP Financial partners. Further, you will support the ongoing development of your team through consistent routines to ensure a high level of employee capability and engagement.

QUALIFICATIONS NEEDED

Education, Certifications and Licenses

College diploma in Business Administration, Commerce, Economics, or a related field AND several years of experience

- Mutual Funds License
- Life License Qualification Program (LLQP) and provincial life insurance license, an asset

Experience

- In developing, writing, and updating reports and Standard Operating Procedures (SOP)
- In office management
- In training development
- In providing operational support in a financial management environment
- In personnel administration
- In managing virtual teams
- In applying policies, procedures and relevant legislation

Competencies, Skills and Abilities

Client focus, organizational knowledge, communication, innovation, teamwork and leadership.

LANGUAGE REQUIREMENTS

Bilingual Essential

Reading: Advanced

Writing: Functional

Oral: Advanced

BENEFITS AVAILABLE

Health Benefits: Drug coverage, travel insurance, dental, vision, life insurance, disability insurance and accidental death and dismemberment coverage.

Work Life Balance: A wide range of paid/unpaid leave, including paid vacation, family related leave and personal days.

Retirement Planning: A Defined Benefit Pension Plan and Group Savings Plans.

Learning and Development: Tuition Assistance Program and Advanced Learning Program, payment of professional association memberships, online learning opportunities and second language training.

Perks: Discounts through CFAppreciation.

OTHER INFORMATION

SISIP Financial operates 22 branches across Canada offering guidance and expertise by certified financial planners to assist CAF members and their families with their short and long-term financial goals. SISIP Financial provides a holistic approach to financial planning, investing, insurance and counselling services to the Canadian military community.

The employee can be located anywhere in Canada. On-site or a hybrid arrangement is also possible depending on the employee’s preference. Remote work may be required depending on health and safety considerations.

While an Ottawa-based role is preferred, other locations within 60-minute drive to a SISIP Financial branch, will be considered.

This position is eligible for an Employee Incentive Plan.

Relocation benefits will not be provided.

The selection process will be done virtually.

START DATE

12 September 2022

INCLUSION AND ACCOMMODATION

CFMWS is committed to providing an inclusive, equitable and accessible environment, where all employees feel valued, respected and supported. We welcome applications from all qualified candidates who can help us build a workforce that reflects the diversity of the communities in which we live. Accommodations are available to all candidates identifying a need during all or any parts of the selection process.