

## Job Posting Licensed Administrative Assistant

### Who we are:

SHORTFINANCIAL is a premier wealth management firm in St. John's, Newfoundland, dedicated to providing tailored financial solutions to our clients. We pride ourselves on delivering an exceptional client experience through personalized service, strategic financial planning, and a commitment to excellence. As we continue to grow, we are looking for a highly organized and proactive investment Licensed Assistant to join our team. Note that this is a full-time, in-office role.

### Who You Are

You are a detail-oriented, organized professional who thrives in a structured wealth management environment. You value accuracy, confidentiality, and follow-through, and you take pride in supporting Advisors and clients through well-executed administrative and investment processes. You communicate professionally, manage competing priorities effectively, and take ownership of your work while contributing positively to a collaborative team.

You also:

- Have obtained registration with CIRO as an Investment Representative by having passed the Canadian Investment Regulatory Exam (CIRE) or are willing to study, write and pass the CIRE within 3 months of starting
- Are working on obtaining the QAFP designation or are open to doing so in the future
- Have experience in an administrative role in the financial services industry
- Have a solid understanding of investments
- Working knowledge of compliance and documentation standards (KYC, AML)
- Post-secondary education in business, finance, or office administration preferred
- Have a positive attitude and strong interpersonal skills when interacting with clients and team members
- Have attention to detail and accuracy in handling information.
- Are tech proficient, including expertise in Microsoft Office 365 (Teams, OneDrive, Excel, Word, Outlook).
- Think ahead, solve problems, and ensure seamless operations.
- Are reliable, punctual, and able to maintain confidentiality.
- Are eager to learn and interested in potential growth.
- Are proactive and have a client-focused mindset with the ability to anticipate needs and manage multiple priorities

### What You Will Be Doing

**Client & Advisor Support:** Prepare client meeting materials and documentation; pre-brief and debrief meetings to ensure follow-up actions are completed; and respond to client inquiries by phone and email in a professional, service-oriented manner.

**Calendar Management:** Book and confirm client meetings. Stay ahead of the schedule by proactively managing and anticipating upcoming tasks, appointments, and deadlines to ensure everything runs smoothly. Be prepared for what is next, adjusting for any changes, and ensuring that nothing is overlooked.

**Investment & Account Administration:** Support new account openings, transfers, trades, and ongoing account maintenance; prepare and process transfer paperwork; follow files

through to completion; handle cheques, EFTs, and wires; ensure compliance documentation is complete and current (KYC, NCAF, AML, CASL); resolve administrative issues accurately; and keep Advisors informed of progress.

**Client Service & CRM Management:** Maintain accurate client records in the CRM (Maximizer), including notes, documents, and follow-ups; record client interactions consistently; support onboarding and welcome processes; and assist with ongoing client contact strategies and service standards.

**Operations & Compliance Support:** Run daily reports; maintain organized, audit-ready files; process client account updates; liaise with insurance and investment carriers; prepare mailings and deposits; and support regulatory and compliance requirements aligned with iA standards.

**Process Improvement & Team Support:** Assist with documenting and improving workflows; support onboarding and training; provide backup coverage during absences; liaise with third-party support providers; and contribute to special projects focused on efficiency and client experience.

### Why Join Us

You will join a professional, client-focused wealth-management team that values precision, accountability, and collaboration. This role offers the opportunity to build deep expertise in investment administration while supporting long-term client relationships within an iA-aligned practice.

### Compensation

The offered salary will be within the range of \$45,000 to \$58,000 depending on experience, licensing and CIRO status.

### Why Join Us?

At SHORTFINANCIAL, you'll be part of a professional, client-focused team that values integrity, collaboration, and excellence in everything we do. We offer a welcoming work environment where your contributions are recognized, and your attention to detail helps create an outstanding experience for our clients. As part of our growing firm, you'll have the opportunity to learn, develop your skills, and be an important part of our continued success.

If you are personable, organized, experienced with investments and tech-savvy, we would love to hear from you! Apply today to join our team. Please note that Kim Poulin of The Personal Coach ([kim@thepersonalcoach.ca](mailto:kim@thepersonalcoach.ca)) is assisting us with this hiring process.