

## **Trust Officer, Vancouver**

### **Purpose of Job:**

The incumbent is responsible for providing clients and beneficiaries with Estate, Trust and Agency administration services at established service quality levels and fee rates in accordance with corporate policy and procedure, the operating document, client needs and current legislation. In some branches the incumbent may be the officer in charge in the absence of the Trust Manager.

The incumbent will possess detailed technical knowledge of Estates and Trusts together with experience in the administrative aspects of Estate, Trust and Agency accounts. The Trust Officer has the primary responsibility for managing the client/beneficiary/Co-Trustee relationships and for coordinating the application of any specialized expertise or services that may be required to ensure the effective administration of the accounts, which for the most part would be average size and complexity. The incumbent will occasionally be required to act as an Officer/Director of privately held companies.

The position is also directly involved with the identification and pursuit of new business opportunities, internally and externally, working closely with the Financial Consultant(s) and Estate and Trust Consultant(s).

### **Major Accountabilities:**

- Provide personalized service to clients/beneficiaries at established levels, exemplified by timely and accurate account administration coupled with demonstrated technical expertise, personal integrity and an ability to respond to the needs and concerns identified by effective interaction with them, their advisors and where applicable, the Co-Trustees.
- Limit corporate risk exposure by ensuring that account administration is carried out in compliance with defined policies and procedures and audit standards, with particular emphasis on the quality of presentations to the Discretionary Powers Committee for guidance and/or approval. Perform duties as Officer/Director of private companies in accordance with established governance and compliance standards. Demonstrate understanding of clients/beneficiaries exposure to risk in the context of the account administration and ensure full documentation of our activities relative to the account.
- Maintain current knowledge of legislative, administrative and economic issues that impact the management of the accounts and demonstrate an ability to communicate on a broad range of legal and financial issues with clients and their advisors, with particular expertise in estates, trusts, wills, investment and taxation matters.
- You may be identified as the client's Primary Relationship Manager (PRM) that is assigned to the SPCG Centre professional with the expertise most relevant to the client's financial priorities. As PRM you will utilize the Financial Planning process to develop an in-depth understanding of your clients needs and will serve as a conduit for referrals to the SPCG Team of Experts. You are responsible for developing multiple service client relationships based on formalized client strategies. You will engage and inform the designated Team of Experts as to changes in client information and priorities. As PRM you will maintain SPCG service standards regarding proactive contact, central client point of contact for special events, recording and maintaining the Client Contact database and hold and maintain the client's Financial Plan.

- As a Relationship Manager you are a key member of the Centre's Team of Experts. You will work closely with the client's Primary Relationship Manager (PRM) to proactively identify and implement strategies to address client needs. You will actively contribute as a member of the PRM team by updating the PRM/Client Contact database and participating in the client's annual Financial Plan review process.
- Identify new business opportunities, internal and external, for the Scotiabank Group of Companies that may arise in the course of managing client relationships and where applicable assist in the sales and established referral process.
- Contribute to branch profitability by the accurate forecasting and timely collection of fees, including making recommendations regarding situations that may warrant a non-standard fee arrangement.
- Train, develop, motivate and evaluate direct report(s).

### **Education/Work Experience/Designations:**

- Successful completion of CSC
- University degree or equivalent industry experience
- Successful completion of MTI or STI designation/diploma
- Thorough knowledge of Trust Accounting principles
- Thorough knowledge of Trust Accounting systems
- Thorough knowledge of Personal Trust policies
- Working knowledge of the Financial Planning processes and tools
- Strong PC skills

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