

Concentra Bank, proud to be one of Canada's Best Managed Companies for 17 consecutive years, is seeking an experienced Trust professional in the role of **Senior Director Trust Operations**. Concentra Trust – a wholly-owned subsidiary – has been delivering estate and trust services nationwide for over 65 years.

Concentra employees enjoy a competitive total rewards package and flexible work environment. We are looking for a results oriented leader to join our team in one of our corporate offices or within a home office environment.

## The Role

Reporting to the VP, Operational Excellence, this role is responsible to oversee and lead the management of administration team(s) ensuring that a high standard of client service and quality control in the administration of client accounts is provided. This role will maintain relationships with internal and external clients and advisors and is responsible for supporting the company's strategy and revenue goals. There is a focus on ensuring an amazing employee journey is delivered by seeking new innovative ways to automate and streamline processes, in doing so creating capacity and reducing operational risk throughout the department.

## Knowledge and Skills

- Subject matter expert in the administration of Estates, Trusts and Personal Administration accounts
- Manage risk exposure by ensuring account administration is performed in a controlled manner in, including prompt escalation and resolution of identified issues
- Comprehensive understanding of financial principles and financial services industry
- Advanced knowledge of the common law and provincial legislation and federal taxation as it applies to Personal Trust Administration
- Proven track record of effectively leading individuals and creating a strong team environment focused on exceptional client service and delivering strong results
- Work closely with Trust Management leadership team for the implementation and ongoing management of new products and solutions
- Provide effective solutions internal and external partnerships in support of providing an unparalleled client experience

## Qualifications

- Completion of a business degree, law degree or equivalent program
- Completion of the Trust and Estate Practitioner (TEP) designation or the Specialist Trust Institute (STI) diploma for Estate and Trust Management through the Canadian Securities Institute
- 7-10 years of progressive experience in the trust services industry, working specifically with estates

Applications for this opportunity accepted until end of day **October 16, 2020**.

To apply, please visit our Career page at [www.concentra.ca](http://www.concentra.ca)

*At Concentra, our goal is to achieve a workforce as diverse as the people we partner with. We encourage all members of the designated groups; aboriginal people, persons with disabilities, women, visible minorities and others to join our team. Concentra strives to provide a safe and respectful work environment free of discrimination and harassment and is committed to an inclusive, barrier-free recruitment and selection processes.*

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