



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

**JOB STATEMENT:**

The Senior Operations Analyst will be responsible for supporting inquiries on client reporting and overseeing the production of client statements and tax processing for Worldsource Securities Inc. (“WSI”) and Worldsource Financial Management Inc. (“WFM”). This will include being a primary point of contact with vendors and a subject matter expert (“SME”) on operational projects, in addition to triaging escalations and supporting Dataphile-related inquiries. The successful candidate will be adaptable and agile, with an ability to multi-task, while working in a fast-paced environment. Excellent communication skills are required, with a focus on problem resolution. We are seeking a resourceful self-starter, who seeks out opportunities to create efficiencies and enhance the customer experience, while applying critical thinking to deliver on service level agreements.

**ESSENTIAL FUNCTIONS:**

- Being a SME/business analyst on a portfolio of projects and initiatives, while supporting project managers and/or leaders on operational initiatives;
- Supporting change management within operations, which may include identifying project gaps and supporting data integrity and quality control;
- Owning communication updates in relation to client reporting, tax processing and forms;
- Supporting the Compliance and Operations teams with audits, which may include the gathering of requirements and assisting in review and resolution of deficiencies;
- Being a SME for year-end processing and attending vendor focus groups/meetings, vetting year-end communications regarding statements and tax slip production with Broadridge (BRCC/Dataphile), while ensuring all communicated deadlines are adhered to;
- Providing support as a Dataphile SME, as it relates to daily processing, for both back office and front office;
- Coordinating and assisting with Client and CRM2 statement testing, general inquiries, and resolving performance-related issues;
- Assisting in maintaining the Dataphile tax portal module to ensure accurate tax reporting;
- Supporting leaders as a primary and/or secondary level support with Dataphile, which includes logging tickets, managing open tickets, and requesting development requests;
- Supporting the leaders in the back office/operations by proposing efficiencies to reduce operating expenses and decrease administrative errors;
- Being the senior support person for the back office and providing custom queries to facilitate special activities, as well as data integrity, as needed within the groups (i.e. fund mergers, audit reporting requests, recurring events items etc.); and
- Championing a customer-focused culture to deepen client relationships, leverage broader relationships, systems and knowledge.

**QUALIFICATIONS:**

- University degree or equivalent

- 5-7 years of investment industry experience; previous experience in dealer back office preferred
- Strong communication skills and attention to detail, with the ability to work collaboratively, professionally and effectively in a team-oriented environment
- Strong analytical skills required to identify problems, resolve issues, make recommendations and confidently implement solutions
- Knowledge of Microsoft Office, Dataphile, FundSERV, CDS, Cannex, Salesforce, and CRM tools, an asset
- Results-driven team player, with an excellent understanding of operations and industry regulations

**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](mailto: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.*