



Position Description

Title: Investment Client Relationship Manager
Department: President's Office
Incumbent: Vacant
Immediate supervisor: President and CEO

CORE ACCOUNTABILITY:

The Investment Client Relationship Manager leads Vestcor's client relationship management activities for our key investment clients. They act as the primary day-to-day contact point for client interactions and coordinate the composition and delivery of Vestcor's client reporting requirements.

This position will work closely with Vestcor's senior management team and will also be responsible for the coordination of prospective new client engagement activities. They will be expected to act with a client centered focus in identifying client investment issues and challenges, and in helping coordinate the appropriate Vestcor solutions within our firm.

The Investment Client Relationship Manager reports directly to the President & CEO but works closely with other members of our senior management team and with the senior management teams of our clients.

MAJOR RESPONSIBILITIES:

1. Manage Vestcor's investment client engagement efforts.
2. Build a close proactive consultative relationship with our investment clients in order for us to maintain our service provider of choice role with our clients.
3. Develop a strong understanding and series of working relationships within Vestcor's complex client service structure.
4. Efficiently coordinate Vestcor resources to effectively address client requirements and challenges.
5. Create and deliver relevant reports and presentations to clients and other stakeholders.
6. Identify opportunities for ongoing improvements to ensure excellent cost effective client service.
7. Assist senior management in identifying and developing relationships with potential new client groups.
8. Assist senior management in the formulation, execution and monitoring of Vestcor's annual business plan.
9. Act as a resource to the CEO in client and other stakeholder related matters.

COMPETENCY PROFILE:

1. University degree (Bachelor's degree in Business Administration or a related field).
 2. A Chartered Financial Analyst (CFA), Fellow of the Canadian Institute of Actuaries (FCIA), Certified Financial Planner (CFP), or the successful completion of the Canadian Securities Course (CSC) or other relevant program.
 3. Broad based investment and pension portfolio knowledge and experience.
 4. Client service orientation.
 5. Excellent planning, presentation and communication skills.
 6. Demonstrated success in coordinate diverse corporate teams and stakeholder groups.
 7. Able to network well and build relationships with peer pension fund managers, external service providers, government officials, regulators, and industry associations.
 8. Excellent time management skills.
 9. French language skills considered a strong asset.
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