Investor Services Manager

We are seeking an experienced professional with a proven track record in managing all functions relating to investor services, in compliance with statutory regulations for The Argus Group, a publicly traded company.

The individual must be personable, solution driven and a motivated self-starter, with the ability to add value within the Asset Management and Governance team. The Investor Services Manager will be responsible for planning, directing, and coordinating operations for shareholder meetings and communications. Peak periods are in January, August and September. The successful candidate will report to the Chief Investment & Governance Officer.

Core responsibilities include:

- Administer and maintain the Argus share register and monitor changes in share ownership of the company
- Coordinate with Chief Investment and Governance Officer on investor communications, requests and inquiries
- Manage the Dividend Reinvestment Program (DRIP) as it relates to new allotments or withdrawals
- Manage and execute the dividend payments process with multi-currencies and payment types
- Reconcile shareholdings and report findings to Bermuda Stock Exchange (BSX) and other parties
- Assist Company Secretary with coordinating and setting-up Annual General Meeting (AGM), as well as other various administrative duties, including but not limited to, compiling meeting materials and books in preparation for quarterly Board and Committee meetings
- Process trades and lodgments
- Oversee vendor management including payment of fees, issue tracking and resolution, and managing service standards to Service Level Agreements (SLAs)
- Ensure compliance with various regulations including Bermuda Stock Exchange, Companies Act, Insurance Act, Proceeds of Crime Act and Investment Business Act
- Manage and maintain professional working relationships with regulatory bodies, Registrar of Companies, brokerage firms, banks, auditors and other service providers
- Make best practice recommendations for governance and oversight of investor services
- Perform testing and provide business sign off for system fixes and upgrades
- Perform other tasks and work on special projects as assigned

Qualifications and experience required:

- University degree in a related field (e.g. Business Administration, Finance, Economics, Insurance, etc.)
- Relevant professional designation (e.g. ICSA) or equivalent work experience
- Minimum of seven years' investor services work experience in the insurance or financial industry
- In-depth knowledge of insurance, Bermuda Monetary Authority (BMA) and BSX regulations and Anti-Money Laundering and other relevant legislation
- Strong proficiency in Microsoft Office Suite and capable of using emerging software
- Ability to work independently to meet deadlines following company guidelines, as well as in a team-oriented approach to accomplish goals
- Strong analysis and decision-making skills with the ability to identify and implement solutions and achieve results
- Excellent communication and organizational skills with an eye for detail and accuracy and the ability to multi-task in a complex work environment

Closing Date: Friday 16 July 2021

Send your resume to: People Department,
The Argus Group, 14 Wesley Street, Hamilton, HM11 or,
The Argus Group, P.O. Box HM 1064, Hamilton HM EX
Tel: 295-2021 | Fax: (441) 292-6763
Email: resume@argus.bm | **www.argus.bm**

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Our Interest is You.

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