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of them.*

## Senior Manager- Investor Services

We require a Senior Manager in our Investor Services area. The successful applicant will be working with a team of staff to manage client accounts.

### Key Responsibilities:

- Drive business growth within allocated client accounts through excellent Customer Relationship Management
- Manage a team of Investor Services Specialists
- Schedule and allocate work across a team of Investor Services Specialists including coverage for holidays and sick leave
- Manage processes related to the maintenance of accurate share registers for client companies
- Manage processes related to the calculation, processing and distribution of dividends
- Ensure that all client deliverables including contract notes, investor statements, shareholder communication and dividend payments are of required quality and that Service Level Agreements are met
- Review and assist with the calculation of NAVs and cash reconciliations
- Deal with client and team queries and issues in a pro-active and timely manner
- Ensure team's work adheres to agreed upon internal controls, processes and procedures
- Ensure team's work is in compliance with applicable regulatory and audit standards including ISAE
- Submit invoices to clients in a timely manner and follow up to ensure prompt payment
- Identify and highlight opportunities for internal process improvement and efficiencies
- Mentor and coach subordinates to develop the team's capabilities
- Build a succession pipeline for the role
- Perform other duties as assigned and incidental to the work described above

### Minimum Qualifications, Skills and Experience:

- University Degree in Business, Finance or Accounting
- Accounting qualification (CA, CMA, CGA or equivalent) with 5 years post qualification Fund Administration experience
- Knowledge of Investor Services and Dividend Processing
- Knowledge of hedge and mutual fund accounting techniques
- Ability to gain and retain client and investor confidence
- Working knowledge of Geneva, Excel and Word
- Ability to work efficiently within strict deadlines, where significant overtime may be required
- Strong writing and management accounting skills to prepare business cases
- Proficient in Microsoft Office Suite (Excel, Word, PowerPoint, Access etc)
- Strong interpersonal and communication skills (both oral, written and presentation)

This position is only open to Bermudians, spouse of Bermudians and PRC holders.

Interested? Please email [jobs@expertise.bm](mailto:jobs@expertise.bm)

All enquires will be dealt with in strict confidence.

Closing date: August 18, 2011

Phone:  
441-296-0336

Email:  
[jobs@expertise.bm](mailto:jobs@expertise.bm)

Mailing:  
Suite 131  
12 Church Street  
Hamilton, HM11

Street:  
Thistle House  
4 Burnaby Street  
Hamilton, HM11

For more employment opportunities please visit:

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