

Job Posting

Posting Date:	July 16, 2010	Start Date:	ASAP
Position Title:	Advisor Services Training Specialist	Location:	Mississauga, ON
Position Type:	Full time, permanent	Department:	Project Planning & Training

Job Summary:

The Training & Documentation Department is provider of IPC system and process training services to IPC staff, advisors, and associates. Departmental roles include partnering with many IPC business units to produce, maintain and deliver training programs and material as well as to aid with IPC documentation standards.

The Advisor Services Training Specialist role provides administrative support to the training manager, training team, and trainers. This role is also responsible to deliver effective and accurate training to the IPC Advisor network and internal staff on IPC technology, business process and industry practices.

Job Responsibilities:

Develop & deliver systems and process training for IPC associates – 40%

- Support and train advisors on the IPC Technology Suite
- Deliver training material, methodologies, and procedures produced in a live setting (conference, seminar, branch training), written form (manuals, guides etc.), and eLearning environment (Webinar, eLearning modules, WebEx etc.)
- Maintain and understand current business processes within the various business units
- Represent the company in a professional manner at all times
- Provide training to internal staff on selected software
- Regularly attend and present at IPC Advisor functions as required such as the IPC Fall Conference and Regional Conferences

Systems & Business Process Documentation & Training – 30%

- Aid various departments and project teams in the institution of processes and procedures to map current business processes that provide a foundation for defining business activities. Develop procedures, models, operational processes, and training materials
- Design training modules and material by identifying information and methods for systematically running through processes and methods
- Establish and maintain training material for training functions
- Provide training and orientation in the use of business systems, processes and procedures identified
- Develop and deliver training material for new software upgrades
- Participate in testing of new software that IPC advisors will be trained on

Maintain and update online training manuals – 25%

- Prepare and maintain training and systems deployment material in conjunction with development efforts and strategies
- Participate in related systems development efforts as needed to provide input and contribute to a comprehensive development strategy
- Systematically and periodically review and update online training manuals to ensure they remain current with each software release

Training Administration – 5%

- Manage and report progress against commitments to Business Units on a periodic or as needed basis
- Effectively manage multiple priorities
- Produce monthly administrative reports

Skill Set & Knowledge Requirements:

Professional Attitude: Ability to professionally represent the Company to IPC Associates as well as potential recruits. Demonstrate exceptional customer service skills. Must have excellent interpersonal skills and ability to effectively work with various types of personalities.

English oral and Written Skills: Excellent oral and written communication required to provide effective training sessions.

Presentation Skills: Excellent presentation skills are required to facilitate effective delivery of training. Ability to deliver effective training to various types of learners.

Problem Solving Resolution: The ability to analyze and resolve issues on a timely basis and to resolve any technical or facility challenges while training.

Industry Knowledge: Minimum 3 years in financial services, 4-5 years preferred.

MS-Office Skills: Advanced working knowledge of MS Word, Excel, Outlook and PowerPoint are essential. The role requires to continuously develop and update technical skills.

Technical Computer Skills: Ability to create e-Learning modules, webinars, etc. using IPC software. Ability to continually develop and update technical skills.

Education, Courses: Undergrad degree as well as completion of or in process of obtaining financial designations including at least one of the following: IFIC, CSC, AICB, LLQP, plus 2 years training experience or equivalent.

Driver's License & Driving Record: Trainer role requires Canada - wide travel. Must have valid driver's license to drive in Canada and excellent driving record. Must have access to a reliable vehicle.

Creativity: Ability to incite interest from trainees through creativity in format and content of training material created. Ability to develop interesting and user friendly training materials. Ability to "think outside the box".

Working Conditions

Willingness to work excess hours, weekends, statutory holidays when required. Ability to travel to various IPC branches and conferences throughout Canada.

Please forward your résumé and letter of interest to: Human Resources, Investment Planning Counsel Inc. via e-mail at careers@ipcc.ca. All applications should be forwarded by **July 30, 2010**.

In the body of your email or covering letter please indicate the following:

- 1. Number of years of relevant work experience**
- 2. Number of years of industry experience**
- 3. Salary expectations.**

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

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