NINEPOINT PARTNERS

Director, Client Operations

Fund Operations | Full-Time | Toronto, Ontario (Royal Bank Plaza, South Tower)

ABOUT NINEPOINT

Ninepoint Partners LP is an independent, employee-owned firm serving the investment advisor and institutional investor communities. With over $8 billion in assets and institutional contracts and over 90 employees, we are among the largest independent asset management firms in Canada. The firm's mission is to manage innovative investment solutions that offer investors the benefits of better diversification. We target investment strategies that are uncorrelated to traditional asset classes, such as equities and bonds, with the goal of lowering overall portfolio risk.

The Operations team at Ninepoint Partners LP has a management position available for a motivated and talented individual. This role will report to the Chief Investment Operations Officer, with a focus on supporting our sales team, managing dealer head-office operational teams and outsourced call-centre relationships, and resolving advisor and client issues across the firm.

We are looking for an individual who is pro-active and flexible, can demonstrate initiative with a drive to succeed both as an individual and as a strong team player. The successful individual will demonstrate a commitment to service excellence, process improvement, and the ability to effectively manage multiple activities and deadlines. Excellent communication skills are also required to develop strong collaborative relationships with key internal and external stakeholders.

KEY RESPONSIBILITIES

- Serve as the dedicated client service resource for the sales team, responding to advisor questions on accounts, transactions, statements, and fund mechanics.
- Build strong working relationships across internal teams — sales, operations, finance, compliance, legal, and portfolio management — to source accurate answers and follow through to resolution.
- Act as the primary operational liaison to dealer head-office operations groups
- Manage the firm's outsourced unit holder recordkeeping and call centre functions, monitoring service levels and quality to ensure advisor and investor calls are handled to standard.
- Own the resolution of client issues, exceptions, and escalations end to end.
- Partner with the dealer relations team to align priorities and deliver a seamless partner experience.
- Support the VP of National Accounts to advance dealer and advisor relationships and priorities.
- Identify and deliver process improvements that raise service levels and reduce recurring issues.
- Leverage technology, including AI-enabled tools and automation, to service sales queries.
- Lead and/or contribute to critical operational and strategic projects.

QUALIFICATIONS

Successful candidates will typically possess:

- Undergraduate degree in business, finance, or a related field. Relevant industry courses such as the CSC or IFIC will be an asset.
- 10+ years of experience in asset management, mutual fund operations, dealer relations, or client service.
- Solid understanding of Canadian investment fund industry operations and FundServ standards.
- Experience managing external service providers or an outsourced call centre, including service-level oversight.
- Excellent verbal and written communication skills, with the ability to interact effectively with internal groups, advisors, dealers, and senior management.
- Strong project and time management skills, with proven ability to set priorities in a dynamic environment.
- Strong analytical and problem-solving skills with attention to detail.
- Ability to work independently while being a strong team player.

Please submit resumes to: careers@ninepoint.com

Ninepoint Partners is committed to fostering a diverse and inclusive workplace. We thank all applicants for their interest; only those selected for an interview will be contacted.