

Estate Manager, Job ID 2022.31

Position: Manager, Estate Administration

Location: Calgary, AB

Type: Permanent, Full-time

Position Summary:

The Manager, Estate Administration provides coaching, guidance, and day to day support to the functional Specialists within the Administration Department while ensuring debtors are served in a timely, compassionate, and expert manner. The Manager, Estate Administration is a data driven leader with an end focus on superior technical and client service quality. As a Manager, Estate Administration with Bromwich+Smith you will own the following:

- + Engage and retain a fully functional team through positive and professional leadership, performance management, career development and succession planning.
- + Oversee and monitor the day-to-day work of the functional specialists.
- + Mentor and coach team members to improve their day-to-day performance.
- + Design, develop and facilitate training plans.
- + Establish key performance indicators for high performance.
- + Provides clarifications on work-related queries.
- + Gather and review weekly and monthly data and report from the insolvency software to ensure timeliness and accuracy of processes.
- + Work closely with the Estate Administration Trustee to identify areas of improvement in various estate administration processes.

Knowledge & Skills:

- + You completed post-secondary education in accounting, finance, business administration or related field.
- + You have at least 5 years of relevant experience in consumer insolvency, finance, credit counseling.
- + You have at least 3 years of progressive experience in a supervisory or team lead capacity.
- + You completed, work towards or prepared to enroll in the Insolvency Administrator Course.
- + You are proficient in the use of Microsoft Outlook, Word & Excel, and internet applications.

Nice To Have:

- + Working knowledge of an insolvency software or industry specific software.
- + Thorough understanding of relevant legislation such as the Bankruptcy and Insolvency Act.

Job specific competencies:

- + **Critical thinking** to assess situations that require higher level intervention;
- + Sound judgement, excellent **analytical** and **problem-solving skills**;
- + Strong **people management skills**.
- + Demonstrated excellent written and verbal **communication skills** to handle and respond to different situations;
- + Superior **Customer Service** skills when dealing with internal and external stakeholders;
- + Works **collaboratively** with team members and others;
- + Operates with high **attention to detail** to meet or exceed team goals;
- + **Accountability**- takes personal ownership and responsibility for the quality and timeliness of work commitment;

- + Exceptional **time management skills**; strong ability to prioritize and manage competing deadlines;
- + **Continuous learner**

Core Competencies:

- + Integrity, Ethics & Honesty
- + Service oriented
- + Relationship builder
- + Adaptable
- + Accountable
- + Positive attitude

Why Should You Apply?

- + You will be part of a growing and dynamic Insolvency firm with offices in Alberta, Saskatchewan, British Columbia, and Ontario.
- + We offer a competitive base salary plus an uncapped monthly incentive plan with annual performance reviews and incremental increases.
- + We have great benefits that include wellness days, paid vacation time, extended health and dental plan, and company matching group saving program.
- + We offer on the job training with an opportunity for growth and professional development.
- + Bromwich+Smith strives to be a steward in our communities. The firm volunteers time and resources to organizations such as the Ronald McDonald House and various other charitable causes, walks, and fund-raising activities that benefit those in need in our community.
- + We are passionate about helping individuals to rebuild their worth!

How Should You Apply?

- + Send us your resume and cover letter through career@bromwichandsmith.com.
- + Tell us how your skills align with the minimum requirements of this position.

***We thank you for your interest in Bromwich+Smith. Only those candidates selected for an interview will be contacted.**