

Listed Company Services Manager - Canadian Securities Exchange (CNSX Markets Inc.)

The Canadian Securities Exchange is a rapidly growing exchange invested in working with entrepreneurs, innovators, and disruptors to access public capital markets in Canada. The Exchange's efficient operating model, advanced technology and competitive fee structure help its listed issuers of all sectors and sizes minimize their cost of capital and enhance global liquidity.

Our client-centric approach and corresponding products and services ensure businesses have the support they need to confidently realize their vision.

The CSE offers global investors access to an innovative collection of growing and mature companies.

Overview

Reporting to the Director, Listings Development, Western Canada, the Listed Company Services Manager is responsible for delivering a top-tier client experience to the 750+ listed companies on the Canadian Securities Exchange (CSE). This role requires a deep understanding of capital markets, client service, data analytics, CRM, and excellent presentation skills. The manager will execute and oversee a scalable service model, manage strategic relationships with third-party service providers, and contribute to enhancing the CSE's client engagement initiatives.

This position will be located in our Vancouver office, with required travel locally and abroad.

Key Accountabilities:

The **Listed Company Services Manager** responsibilities include, but are not limited to, the following:

1. Issuer Services and Engagement

- **Service Delivery:** Manage and ensure regular contact with mostly Western, but also national and global-based issuers to deliver a superior client experience in line with service levels.
- **Client Interaction:** Identify and respond to issuer inquiries, managing relationships with service providers to support and engage with issuers effectively.
- **Sponsorship Management:** Oversee Western sponsorship requirements, ensuring timely and effective service for ongoing and new initiatives.
- **Promotional Activities:** Develop and execute promotional opportunities such as magazine features, podcasts, updated issuer clips, and participation in events or conferences to boost issuer visibility.

2. CRM and Data Management

- **Salesforce Proficiency:** Leverage Salesforce (Sales Cloud and Marketing Cloud) for accurate data management, segmentation, reporting, and performance tracking. Ensure consistent data entry and management of all campaigns and engagement touchpoints.
- **Analytics and Reporting:** Use data-driven strategies, including SQL (preferred), to analyze issuer engagement and monitor campaign success metrics.
- **Customer Engagement:** Apply best practices for customer satisfaction and retention, including email automation, A/B testing, and performance monitoring.

3. Client Success and Onboarding

- **New Issuer Onboarding:** Collaborate with the team to develop materials for issuer onboarding and create a smooth welcome experience.
- **Success Benchmarks:** Define key success criteria for client satisfaction and work with internal resources to benchmark and monitor service quality.
- **Third-Party Engagement:** Manage a directory of engaged third-party service providers, converting these partnerships into value-added content and sponsor opportunities for issuers.
- **Touchpoint Optimization:** Optimize issuer touchpoints, especially through the new listing process, and internal CSE introductions.

4. Cross-Functional Collaboration

- **Team Coordination:** Work closely with internal teams, including trading, compliance, and regulatory departments, to align issuer services with broader CSE strategies and ensure information sharing.
- **Content Development:** Contribute to issuer education materials in coordination with external service providers and create opportunities for cross-promotion with selected issuers.
- **Representation:** Serve as a public representative for the organization, including hosting or contributing to digital content (podcasts, videos, and social media).

Success Measures:

- **Service Excellence:** Deliver consistent service excellence across the issuer base through scalable business practices and client engagement strategies.
- **Onboarding and Client Satisfaction:** Implement and monitor a best-in-class client onboarding process, ensuring new issuers receive comprehensive introductory support.
- **Relationship Management:** Build and maintain strategic relationships with third-party service providers, enhancing the overall value offered to CSE clients.
- **Scalability and Adaptability:** Scale service delivery as the issuer base grows, continuously adapting the service model to align with evolving client needs.

Required Skills and Qualifications:

- **Education:** University degree in business or related field (B.Comm., MBA preferred).
- **Capital Markets Expertise:** Strong understanding of capital markets, finance, and public markets through industry experience.
- **Client Service and CRM Proficiency:** Demonstrated experience in client service, CRM management, and data analytics.
- **Analytical Skills:** Proficiency in Salesforce (Sales Cloud and Marketing Cloud) and experience with SQL or other data analysis tools preferred.
- **Networking and Presentation:** Engaging personality with strong networking and presentation skills; comfortable with public speaking and digital content creation.
- **Hybrid Workplace Skills:** Ability to operate effectively in a hybrid work environment with some travel required.
- **Technical Proficiency:** Strong skills in Microsoft Word, PowerPoint, and Excel for documentation, presentation, and budgeting.
- **Certifications:** Completion of the CSI Canadian Securities Course or similar financial certifications is advantageous.

As a part of our team, you will receive:

- Competitive compensation
- Opportunities for advancement
- Comprehensive benefits package (health, life insurance, dental, disability, vision care)
- Employee Assistance Program
- Group Retirement Savings Plan
- Financial support for fitness programs and job-related education
- Vacation and leaves (e.g. personal days, sick leave)

Physical and Environmental Requirements

The employee spends long periods sitting, typing, and/or looking at a computer screen.

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions upon request.

The above description is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of CSE personnel. The employer reserves the right to change or assign other job duties at any time as necessary and as the business evolves.

Please note all offers of employment at the Canadian Securities Exchange are conditional upon the successful completion of a pre-hire background check. This may involve anything up to and including a criminal history check, reference checks and/or credit check.

Diversity, Equity, Inclusion and Belonging at the CSE

The Canadian Securities Exchange is dedicated to innovation in the capital markets and recognizes that having a workforce with diversity of thought, ideas, experience and perspectives is essential to building and maintaining such a culture of innovation. The CSE further understands that the commitment to building a diverse, equitable and inclusive workforce that reflects the diverse environments within which we operate is an important goal. In order to meet that commitment the CSE incorporates diversity, equity, and inclusiveness criteria into its talent management process.

The CSE is an Equal Employment Opportunity (EEO) employer and welcomes all qualified applicants. Applicants will receive fair and impartial consideration without regard to race, sex, color, national origin, age, disability, veteran status, gender identity, sexual orientation, religion or other legally protected status, or any other classification protected federally or provincially.

The CSE is committed to fair and accessible employment practices and to providing accommodation for persons with disabilities. If you require accommodations to apply for this opportunity, require this posting in an additional format, or if contacted for an interview and require accommodation during any stage of the recruitment process, please contact us at kelly.kane@thecse.com. We will work with all applicants to determine appropriate accommodation for individual accessibility needs.

The CSE thanks all applicants for their interest in this opportunity, however; only those under consideration will be contacted.