

## JOB OPPORTUNITY

<b>Position:</b>	Operational Representative	<b>Department:</b>	Operations
<b>Type:</b>	Full-time, Permanent	<b>Location:</b>	Port of Spain

I	<p><b>Objective</b></p> <ul style="list-style-type: none"> <li>• To process all required transactions in an accurate and timely manner</li> <li>• To ensure compliance with all applicable procedures, rules and regulations</li> <li>• To provide excellent customer service ensuring all business transactions and information are handled with the strictest confidentiality and in a professional manner</li> </ul>
II	<p><b>Key Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Understand, comply, maintain and reinforce all regulatory compliance, policies, procedures, rules and regulations for TTCD/TTSE</li> <li>• Liaise and follow through with Brokers and external Registrars to ensure all relevant operational information and documents related to TTCD transactions are received on a timely basis.</li> <li>• Complete all activities for processing of daily transactions for TTCD and Regional Exchanges</li> <li>• Reconcile Jumbo Certificates with the Central Bank of Trinidad and Tobago (CBTT) and visit (CBTT) to file certificates</li> <li>• Reconcile with External Registrars to provide information to shareholders and TTCD Board</li> <li>• Sort transactions and post billings accurately on Depend bimonthly</li> <li>• Prepare reports for external Registrars as requested</li> <li>• Generate shareholders statements and provide quality assurance testing before approvals</li> <li>• File clients' transactions and maintain an accurate electronic database</li> <li>• Create new Issuers / Instruments on the system and provide full testing of pre-listing activities as well as middle layer testing for the existing system</li> <li>• Assist with Testing of new procedures on system as required</li> <li>• Performs other related duties as maybe required from time to time</li> </ul>
III	<p><b>Key Relationships / Reporting Structure</b></p> <ul style="list-style-type: none"> <li>• Reports to Supervisor – Central Depository or person so appointed to act in their absence</li> <li>• Interacts with Issuer Company Registrars, Commercial Banks, CBTT, Brokers, internal staff and clients.</li> <li>• Supervises - NIL</li> </ul>
IV	<b>Accountability</b>

	<ul style="list-style-type: none"> <li>• Accountable for <ul style="list-style-type: none"> <li>○ Accurate and timely completion of all TTCD transactions</li> <li>○ Ensuring information on database is accurate and up to date at all times</li> <li>○ Providing excellent customer service as evidenced by the responsiveness to and timely resolution of customers' queries</li> </ul> </li> </ul> <p>Compliance with the TTCD/TTSE procedures, rules and regulations</p>
V	<p><b>Performance Parameters</b></p> <ul style="list-style-type: none"> <li>• Complete all TTCD transactions accurately and timely – specific metrics as defined in annual goals</li> <li>• Complete reconciliations with external Registrars and CBTT – specific metrics as defined in annual goals</li> <li>• Prepare reports in a timely and accurate manner – specific metrics as defined in annual goals</li> <li>• Provide excellent customer service – specific metrics as defined in annual goals</li> <li>• Print accurately shareholders' information on statements - specific metrics as defined in annual goals</li> <li>• File and maintain documents for ease of retrieval as requested – specific metrics as defined in annual goals</li> <li>• Cross Train in other areas within TTCD/TTSE</li> </ul>
VI	<p><b>Value Added Performance and Teamwork</b></p> <ul style="list-style-type: none"> <li>• Suggests solutions to improve processes and procedures in the TTCD operations department</li> <li>• Takes the initiative and makes approved adjustments accordingly</li> <li>• Provides strong support to team members to ensure department deadlines are met</li> <li>• Contributes to building the team spirit within the department and company</li> </ul>
<p><b>The incumbent is required to possess the following combination of qualifications, skills, training and experience:</b></p>	
VII	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• 5 O levels inclusive of English and Mathematics, with minimum grades of I, II and III</li> <li>• And Five (5) or more years' work experience in the securities or financial services industry OR</li> <li>• Associate Degree in Business Management, Finance, Economics or related field</li> <li>• And Three (3) years' work experience in the securities or financial services industry</li> </ul>
VIII	<p><b>Knowledge and Other Skills</b></p> <ul style="list-style-type: none"> <li>• Proficiency in MS Excel, Word</li> <li>• Solid Interpersonal and problem-solving skills.</li> <li>• Organizational Skills.</li> <li>• Ability to work in a fast-paced environment</li> <li>• Ability to multitask; Flexibility to handle multiple customer inquiries while working under strict time constraints</li> <li>• Excellent written, oral communication and report writing skills.</li> <li>• Ability to work independently and within a team environment.</li> <li>• Ability to exercise independent thought and judgement while adapting to new tasks with limited notice</li> </ul>

THE DEADLINE FOR APPLICATIONS IS WEDNESDAY 14<sup>TH</sup> JANUARY 2026