

## **Co-ordinator, Board Affairs and Shareholder Services**

Direct responsibility for activities in support of shareholder services as well as support for corporate secretarial functions for the Bank of Montreal's Board of Directors (including its Committees); manage the execution of regulatory filings for Bank of Montreal and various other entities; undertake a key role in the annual management proxy circular preparation process; undertake a key role in the execution of the Annual Meeting of Shareholders; accountability for the Board of Directors' quarterly remuneration process; and workflow co-ordinator for Board Affairs and Shareholder Services.

### **ACCOUNTABILITIES**

#### *A. Shareholder Services*

- Responsible for maintaining a high level of customer service when interacting with shareholders and any service provider that supports those activities. Key activities which include, but are not limited, to:
  - Oversee the filing process for accurate and timely reporting to the exchanges which includes co-ordination with various key stakeholders
  - Demonstrate exceptional problem-solving skills by recommending solutions for shareholder queries/concerns
  - Effectively communicate with shareholders to ensure a high level of customer service is readily achieved

Effectively maintain required records and documentation for shareholder correspondence

Review month-end reporting prepared by the Administrator, Board Affairs and Shareholder Services. Ensure a high level of accuracy is maintained at all times

#### *B. Board and Committee Affairs*

- Manage key activities of the Board of Directors by ensuring effective preparation for, administration of, and follow up to all Board and Committee meetings, which includes, but is not limited to:
  - Timely preparation and communication of meeting notices
  - Timely preparation of the Board meeting agenda
  - Preparation of Board and Committee meeting materials using the Board portal application
  - Ongoing administrative support for the Bank's Board portal
  - Oversee the execution of corporate secretarial functions pertaining to Board and Committee meetings
  - Coordinate and organize presenters to ensure a seamless meeting with minimal disruption
  - Ensure official by-laws of the Bank and Board and Committee minute books are safe guarded according to corporate policy retention standards
  - Daily and adhoc communication to BMO/BFC Boards of Directors
- Assist in the completion and analysis of the annual Board of Directors Independence and Affiliation assessment in conjunction with the Assistant Corporate Secretary, Board

#### *C. Regulatory Filings*

- Oversee the preparation of mandatory regulatory filings to include:
  - Liaise with the various stakeholders including legal and the financial printer service provider to ensure accurate and timely disclosure of mandatory filings

- Perform a key role in the timely and accurate preparation of the Bank's Annual Information Form and Form 40-F
- Completion and submission of Annual and Event-driven filings with various regulatory authorities

#### D. Annual Meeting of Shareholders

- Co-ordinate logistical and other Annual Meeting arrangements as well as demonstrating a key role in the preparation of the Bank's Management Proxy Circular and various aspects of the Bank's Annual Report. Activities include, but are not limited to:
  - Manage accommodation and transportation requirements for the Bank's Board of Directors, Honorary Directors and senior executive officers
  - In conjunction with the Assistant Corporate Secretary, Board prepare and maintain the Chairman's AGM script
  - Provide support for Board of Directors meetings (including the Joint meeting with BMO/BFC Directors) while offsite at the AGM
  - Partner with the Assistant Corporate Secretary, Board and other key stakeholders to ensure an accurate and timely completion of the Management Proxy Circular
  - Partner with Corporate Communications and other key stakeholders to ensure the accurate and timely completion of aspects of the Bank's Annual Report pertaining to shareholder services and the Bank's Board of Directors
  - Negotiate timelines to ensure stakeholder expectations are met
  - Prioritize work load to ensure stakeholder expectations are met
  - Adhoc assignments as required

#### E. Director Remuneration Process

- Prepare quarterly director remuneration for the Bank's Board of Directors that includes :
  - Timely preparation of attendance statements
  - Timely preparation of quarterly payments (including, where applicable, travel allowances)
  - Ensure records are consistently accurate and completed in a timely manner
  - Semi-annually, provide remuneration and attendance records to Assistant Corporate Secretary, Board for review by the Governance and Nominating Committee
  - Liaise with Hewitt and Computershare to ensure quarterly remuneration is processed in a timely manner
  - Liaise with Corporate Compliance to ensure timely Insider Reporting requirements are met

#### a) Knowledge:

- 3-5 years of relevant experience
- Undergraduate degree
- Law Clerk designation will be an asset
- Knowledge of the business and regulatory environment in which Bank of Montreal operates
- Knowledge of Bank Act and securities law filing requirements

**b) Skills:**

- Communicate effectively including above average writing and proofreading skills
- Strong interpersonal skills, including working directly with members of the Board of Directors, senior executive officers and administrative support staff
- Be a pro-active self-starter who actively provides solutions when faced with opportunities
- Be a results-oriented, team player who is dedicated to contributing to the team's success
- Be flexible and willing to accept other responsibilities as required
- Ability to manage multiple concurrent activities and to set priorities
- Above average relationship management skills
- Strong working knowledge of Microsoft Windows and Microsoft Office suite of applications
- Energetic and highly motivated, with a positive, collaborative and confident attitude
- Exercise discretion when dealing with confidential and sensitive matters
- Maintain a culture of curiosity and raise questions about the Bank's standard practices and procedures to support a continuous improvement culture
- Possess strong time management and organizational skills: be well organized, work well under pressure to adhere to a variety of deadlines, juggle competing priorities and multi task

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