

The Employment Journey on PEI

MANY JOB OPTIONS ON PEI

PRINCE EDWARD ISLAND • CANADA

About 40 more jobs to be added in 2019 to the largest financial services company on PEI

by Gloria Welton

This year will see an increase in hiring at **Invesco Enterprise Services** in Charlottetown. There are plans to continue hiring to increase staff numbers from the present 360 to reach close to 560 employees over the next few years.

“Invesco is privileged to manage more than \$930 billion in assets with clients around the globe, and we are committed to delivering superior investment service,” says **Andrew MacDonald**, Head of Invesco’s Charlottetown Office. The office on PEI is among its largest global locations.

“Our team on PEI performs a wide variety of critical business support functions, collaborating daily with clients and colleagues from around the world. We are excited to be adding even more talent to this location in the coming months as we continue to invest in Islanders through an enhanced partnership with the province of Prince Edward Island.”

“Competition between various jurisdictions for this type of business is fierce,” says **Premier Wade MacLauchlan**. “Our talented, dedicated workforce, along with ongoing government support, inspired Invesco to further invest in our province and continue to make a major contribution to our economy and to employment growth.”

Bill Galvin, Managing Director and Global Head of Transfer Agency Operations at Invesco Ltd. in Houston, Texas, says they have very high-quality staff here on PEI, which is the core of their success. “The vast majority of our staff is from PEI. We have been able to diversify as a result of our labour force skillset, and the post-secondary educational infrastructure on PEI supports a company like ours to grow. Charlottetown fits very well in our global operation.”

Bill says their current space has a capacity for 430 staff. “Plans are in the works to accommodate new staff.”

Hiring needs and compensation

“On PEI, we will be hiring for jobs in client services, accounts processing, information technology, cyber security, and human resources,” says Andrew.

“Depending on the role, salaries range from \$30,000 to \$50,000, including an annual bonus. At least 290 of our existing staff members have been promoted to new roles during the course of their employment. The others are new hires, working towards advancement, or already in highly specialized senior roles.”

The majority of employees work shifts to fill the company hours of service from 9 am to 9 pm, Monday to Friday. Some roles such as cyber security operations or the Technology service desk may require extended hours or weekend coverage.

“Most of our new hires have some form of post-secondary educational background, although it is not always a firm requirement. We prefer a keen interest in business, finance and investments, but a willingness to commit to one’s own learning and development is ultimately what’s more important.”

Andrew says the cyber security aspect of the company has really grown over the last few years, including the construction of a state-of-the-art Security Operations Centre at their Charlottetown location.

“We need some French speaking staff on PEI, but that need is small-scale compared to our other locations. We have a presence in 26 countries and do business in over 125 countries, so we certainly welcome diversity in language.

“The most difficult roles to fill are those requiring significant experience working with specialized software platforms unique to our industry.

“What has played in our favour is that PEI seems to be a desirable place for people to come and live. We have been successful in attracting people from Toronto, Saskatchewan, and as far away as India.”

Beginnings

“In 2006, the Charlottetown location of Invesco opened with about 24 staff, and I was fortunate to be one of them,” says Andrew. “Twelve years later, we are doing more than the original core roles of client service and account processing. We have expanded our services to a broad range of global support functions in areas such as information technology, application development, cyber security, training, human resources, and other roles that support Invesco’s internal clients, global internal business partners, and external clients around the world.



From left, Bill Galvin, Managing Director and Global Head of Transfer Agency Operations at Invesco in Texas and Andrew MacDonald, Head of Invesco’s Charlottetown Office. Photo courtesy of Brian Simpson.

“I was born on PEI, and always knew I wanted to start my family here. My now-wife was accepted into the Bachelor of Education program at UPEI while we were living in Halifax, so I started to look for work on PEI.”

Andrew’s first position with Invesco was in Client Relations for Canadian clients. “My career path with Invesco led to leadership and program management roles, and then I became head of the Charlottetown office three years ago.

“We have a team which concentrates on staff education and training, including new hires. As the industry changes and we launch new products, they continue training. Also, we reimburse tuition for industry-specific courses if they’re deemed a fit for someone’s long-term career development with our firm.”

How to apply

Visit www.invesco.ca/pei and click Join Our Team. Andrew says all applications must be made online. “However, interested candidates are welcome to drop by the office with a resumé or reach out by email to pei@invesco.ca to ask questions.

“Typically, once candidates are successfully screened, they are interviewed in person by the hiring management team. We look for the right work ethic, and an interest in continuous learning. We take the time up front to make sure we have the right fit when hiring.”

For more information about hiring needs at **Invesco Enterprise Services**, call 902-620-6700 or email pei@invesco.com
Visit www.invesco.ca/pei

