

Invesco continues to expand and hire by Heidi Riley

Invesco is a global asset management firm that employs 8,500 people world-wide. The Charlottetown office employs close to 500 people in customer service, account administration, technology support, project management, marketing, and information security.



The near-shore Global Enterprise Centre in Charlottetown serves Invesco's external clients such as investors and investment advisors, and internal Invesco business partners. They also provide technology support, project management support, and information security support for the firm globally.

"In Charlottetown, we started with 24 people, and I was fortunate to be one of them," says **Andrew MacDonald**, Head of Invesco Enterprise Services, Charlottetown. "Now we are working towards a capacity of close to 600 people by January 2021."

Hiring needs

Invesco usually hires once or twice a year in four core entry-level roles:

1. Customer service support and client service for Canadian businesses
2. Customer service support and client service for US businesses
3. Canadian account administration
4. US account administration

"In addition, we also occasionally hire specialized roles such as application support in development and technology, service desk support, project management, marketing, marketing operations, information security, and human resources.

"There are many chances for advancement. Typically, people in entry-level positions move into other roles.

"They also have the opportunity to earn a pay raise by advancing within their current roles from representative to associate to senior associate."

Andrew says working at Invesco involves continuous learning, extensive training, coaching, development, and ongoing mentorship and support.

The importance of soft skills

"When hiring, we value people with technical skills, but those who really succeed also have durable soft skills like critical thinking, problem solving, decision making, effective oral and written communication, customer service, and kindness," says Andrew.

"The ability to get along with people and being nice to work with can take you far. We can train the technical aspects of the new job, but we can't train those durable skills."

Pay and benefits

The starting salary for client service positions is about \$30,000 per year. "Base salary, merit-based increases every year, employer-paid health and dental premiums, a group RRSP program, and generous time off allowances make people want to stay," says Andrew.

"The company also matches contributions to the group pension plan.

"We supply a parking spot or a transit pass, and also offer a bonus to employees who refer someone to Invesco who is a good fit.

"We also pay for folks to go back to school to take an MBA or specialized courses applicable to their role in exchange for a commitment to remain with the firm."

Open positions are posted on the company website at www.invesco.ca/pei and www.invesco.com/careers

Jobs are also posted on Indeed, LinkedIn, and WorkPEI.

For more information about Invesco, visit www.invesco.ca/PEI and www.invesco.com/careers

For the full interview, visit www.employmentjourney.com and search **Invesco**.



Andrew MacDonald, Head of Invesco Enterprise Services, Charlottetown.

Tourism careers on PEI: year-round, full-time, part-time, and seasonal by Heidi Riley

The tourism industry employs over 8,500 full-time equivalent workers and contributes more than \$486 million to the provincial economy.

"In 2018, about 1.6 million people visited PEI, which is about 10 times the permanent population of the Island," says **Phyllis Duffy**, with the Tourism Industry Association of PEI (TIAPEI).

Numbers released in November by Tourism PEI show that 2019 will likely be the sixth straight record season for tourism visitation to the province.

Most visitors are on the Island from late May until early October. During the rest of the year, PEI is busy with cruise ships, conventions, culinary festivals, the Jack Frost festival, hockey tournaments, and many other events.

Jobs within five areas of the tourism industry

1. **Accommodations:** bell hop, laundry, room attendants, maintenance, front desk, spa attendants, supervisors, managers.
2. **Food and beverage services:** banquet server, dishwasher, busser, host, server, bartender, chef, sous chef, prep cook, line cook, supervisors, managers.
3. **Recreation and entertainment:** customer service, actor, stage manager, ticket sales, costume mistress, rides attendants, golf attendants, events organizer
4. **Transportation services:** bus driver, taxi driver, ticket sales, maintenance, car rental agent, port staff, maintenance, tour operators.
5. **Travel services:** tour guides, retail staff, administrative staff.

Finding work during the off season

"Through the summer, students fill many of the open positions in tourism. For the rest of the year, especially the busy Christmas season, there are opportunities for work in restaurants, retail, and special events."

Training in tourism

Holland College offers programs in tourism and travel management and at the Culinary Institute of Canada.

Visit www.hollandcollege.com and search **programs**.

Visit www.tiapei.pe.ca and click **Professional Development** to find out about emerit courses such as Tour Guide, Front Desk Agent, Supervisor, Taxicab and Limousine Driver, Food & Beverage Server, and many more.

Click **Programs and Projects** to find out about tourism training programs that offer a combination of classroom time and on-the-job training, such as:

- **Passport to Employment** offers tourism training for people ages 55 and older. A new program starts February 10, 2020.
- **Ready to Work Youth program**

Visit www.choosetourism.ca and click **Job Board** for a list of open tourism positions.

For the most recent tourism indicators, visit www.princeedwardisland.ca/en/publication/monthly-tourism-indicators-0

For the full interview, visit www.employmentjourney.com and search **Tourism**.



Phyllis Duffy, Tourism Industry Association of PEI.

Upcoming Tourism Job Fairs

- **March 7**, 10 am to 2 pm: Delta Prince Edward Hotel
- **March 21**: Culinary Job Fair – Holland College Culinary Institute, 4 Sydney St., Charlottetown. Live demonstrations at 10, 11, and 12:00
- **April 18**, 10 am to 1 pm: North Shore: Kensington Intermediate Senior High School