

## Meet the FHB Client Services Department

Have you ever wondered who you should call to answer your question at F.H. Black & Company? The answer is simple! If you aren't sure, call one of our Client Services Managers. As the firm expands with new staff regularly joining the team, F.H. Black & Company is pleased to introduce its 'Client Services Department,' whose goal is to facilitate communication between FHB staff and clients, expediting the completion of the various engagements that the firm completes.

### What We Do

The Client Services Managers are essentially the liaison between FHB staff and clients. Currently, the team assists the FHB Public Practice department to communicate with clients, ensuring that they send the appropriate documents to FHB. The Client Services Managers also address client questions and concerns to ensure that clients are kept up-to-date regarding the status of their engagements.

Each Client Services Manager has a list of client engagements to monitor, tracking the timing and communication of engagements for these clients from cradle to grave. This, in essence, provides both the Public Practice staff and clients a *communication assistant* who can collaborate with both sides to ensure that work on the engagement proceeds in an efficient manner.

If you have a question about your file and are not sure who to contact, one of our managers can assist you by working with FHB staff to provide a solution that will address your needs.

In the near future, FHB plans to expand the role of the Client Services Department to also include the IT Department. Watch for updates to come!

### Who We Are

The Client Services Department is comprised of two managers with both administrative and customer service expertise:

#### **Chris Klassen, extension 23**

Chris joined FHB in August of 2004, with previous experience as an Administrative Officer for the Province of Manitoba, and as an installation Supervisor and Superintendent of Administration for a US-based defense company – working at remote radar sites throughout the Yukon, Northwest Territories and Nunavut, and at an army installation in Kuwait.



## **Susan Scott, extension 15**

Scott joined F.H. Black & Company as Manager, Human Resources in 2004. Susan has over 15 years experience in senior sales and marketing positions with leading financial institutions including: Trimark Investment Management, Goepel Shields & Partners and TD Canada Trust.

Susan is responsible for recruiting professional staff for F.H. Black & Company as well as managing the internal Human Resource department. Susan was previously responsible for medical sales representative recruiting and training as well as direct territory management for a national medical company prior to joining FHB. She is a registered representative of the Canadian Securities Institute of Canada and is currently working on her C.H.R.P. (Certified Human Resource Professional) designation.

