



**Intern – Client Experience (CX) Department (Winter Intern)**  
**Mackenzie Investments – Toronto Office**

[Mackenzie Investments](#) | [Winter Intern – Client Experience \(CX\) Department \(2026\) in Greater Toronto Area, Ontario](#) | [Careers at CA-ON-Greater Toronto Area](#)

IGM Financial Inc. is a leading wealth and asset management company in Canada, managing approximately \$271 billion in assets. It offers financial planning and investment services to over two million Canadians through IG Wealth Management and Mackenzie Investments.

Mackenzie Investments, founded in 1967, is a key part of IGM's business model, serving as a comprehensive asset-management partner for Canadian financial advisors and their clients.

**At Mackenzie Investments You Can Build Your Career with Confidence.** We are proud to be recognized as one of Canada's Top 100 Employers for the fourth consecutive year and one of Canada's Best Diversity Employers. Our vision and strategy aim to innovate the industry and support Canadians in achieving their financial goals.

Join our team to engage in continuous learning and skill development in a supportive environment. Experience the best of both worlds with our hybrid work environment, where you spend three days a week in the office, connecting, collaborating, and enjoying quality time with your amazing colleagues! Our Values: Be better; we strive for improvement in everything we do. Be accountable; we foster clarity and are empowered to act responsibly. Be a team; we are united to drive collective impact to achieve our goals.

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### **Position**

We are currently hiring a Client Experience Intern for a winter term position (January to April 2026). Candidates must be enrolled in an undergraduate program and returning to school after the internship. The position reports to the AVP, Client Experience & Insights and supports cross-functional initiatives to improve the experience of financial advisors and investors. This role offers exposure to client insights, journey mapping, service design, and CX strategy.

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### **Responsibilities**

The ideal candidate is organized, curious, and collaborative. Key responsibilities include:

- Support journey mapping activities including research, documentation and insight synthesis
- Assist with gathering and analyzing client and advisor feedback data
- Help track and document CX initiatives, milestones, and deliverables across workstreams
- Capture and summarize meeting outcomes, workshop insights and action items
- Assist in developing internal communication materials to support CX initiatives
- Organize and maintain CX tools and documentation (e.g., journey libraries, templates)
- Support survey development, basic analysis, and visual storytelling
- Other duties as assigned related to experience improvement and service design



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**To apply, please include a resume and transcripts (full unofficial version) by September 21, 2025, at 11:59 pm EST.**

IGM is a diverse workplace committed to doing business inclusively - this starts with having a representative workforce! We encourage applications from all qualified candidates that represent the diversity present across Canada – including racialized persons, women, Indigenous persons, persons with disabilities, 2SLGBTQIA+ community, gender diverse and neurodiverse individuals, as well as all who may contribute to the further diversification of ideas.

Mackenzie Investments is an accessible employer committed to providing a barrier-free recruitment experience. If you require accommodation or this information in an alternate format at any stage of the recruitment process, please reach out to the Talent Acquisition team who will work with you to meet your needs.

We thank all applicants for their interest in Mackenzie Investments; however, only those candidates selected for an interview will be contacted.