



POSITION DESCRIPTION

POSITION TITLE: Relationship Associate
9/2021

EFFECTIVE DATE:

Reports To: Senior Administration & Compliance Officer

Supervises Directly: None

Supervises Through Subordinates: None

Function: Responsible to support FNWM staff including Senior Relationship Associates, Relationship Manager and others with administration of assigned accounts and management of clients' relationships.

Duties:

- Assist FNWM management in account administration by:
 - o Filing/imaging of correspondence; account administrative records
 - o Assist with account administrative reviews in conjunction with appropriate review cycle
 - o Preparing open/closed account paperwork
 - o Prepare client contribution and disbursement requests; pend client activity/transactions to trust accounting system
 - o Monitor any account overdrafts or un-invested large balances and coordinate with RM/PM to address them on an as needed basis
 - o Prepare for and provide support during client meetings
 - o Answer incoming telephone calls; serve as primary point of contact for general departmental calls
 - o Assist with tax form preparation and client distribution
- Administration of accounts:
 - o Ensure department compliance with IRS regulations and other fiduciary requirements.
 - o Assist with calculations and ensure timely and accurate payment of distributions applicable to various account types
 - o Assist with preparation of presentation materials for client review.
 - o Assist with preparation of proposals to institutional and individual prospective clients - printing and binding of presentation materials
- Coordination of department events and outreach opportunities.
- Participate in Administrative Committee Meetings
 - o Prepare new and closed account documents for committee review
 - o Prepare other reports as requested
- Perform additional duties as requested.

EDUCATION, TRAINING, AND EXPERIENCE:

High school diploma or equivalent; direct customer contact experience desirable. Proficiency in Microsoft Word, Excel, & PowerPoint or equivalent. Understanding of tax law and IRS Regulations desired. Prior administrative support experience in financial

services industry preferred.

SKILLS AND ABILITIES

Reasoning, Mathematical and Language Development are indicative of the general level of development required to do this job. Some, but not all, areas mentioned in this section will be included in this job.

Reasoning:

Apply principles of logical or critical thinking to define problems, collect data, establish facts and draw valid conclusions. Interpret an extensive variety of technical instructions in mathematical or diagrammatic form. Deal with several abstract and concrete variables.

Mathematical:

Add, subtract, multiply, and divide all units of measure. Perform the four operations with like common and decimal fractions. Compute ratio, rate and percent. Draw and interpret bar graphs. Perform arithmetic operations involving all American monetary units.

Language:

Must be an effective communicator

- **Reading:** Read legal documents, scientific and technical journals, abstracts and financial reports
- **Writing:** Correspondence with clients, writing journals, speeches, policies and manuals.
- **Speaking:** Must be an effective verbal communicator by using skills of listening as well as speaking.

RELATIONSHIP TO DATA, PEOPLE AND EQUIPMENT:

- **Data:** synthesizing: integrating analysis of data to discover facts and/or develop knowledge
- **People:** negotiating: exchanging ideas, information and opinions with others to formulate policies and programs and/or to arrive jointly at decisions, conclusions or solutions.
- **Equipment Used:**
 - Networked Personal computer
 - Typewriter, calculator, printer, photocopier, scanner and FAX machine

PHYSICAL DEMANDS: Must exhibit range of motion to effectively process and retrieve information from a personal computer. Must have the ability to visit clients at their location.

Sedentary work involves sitting much of the time, but involves walking or standing for brief periods of time, including when visiting clients.

ENVIRONMENTAL CONDITIONS: Inside: protection from weather conditions but not necessarily from temperature changes. Some outside travel required visiting and attending meetings with clients.