

INVESTMENT SERVICES REPRESENTATIVE (ISR - I) JOB DESCRIPTION

Reports To: Investment Services Manager

Status: Full-Time (non-exempt)

Date: 6/2/2021

JOB SUMMARY AND POSITION OBJECTIVE

As an ISR-I, you will be responsible for providing a variety of investment service functions related to Ready Access Accounts, Time Certificates, and IRAs. An ISR-I is beginning the process of attaining working knowledge of critical investment areas, digital finance solutions, and FIS ancillary products. After six months, an ISR-I will have a FULL understanding of EITHER Investment or IRA responsibilities. In addition, an ISR-I consistently displays a willingness to continue learning and expanding their knowledge.

ESSENTIAL FUNCTIONS

- Deliver excellent customer service to internal and external clients.
- Answer and delegate calls using proper greeting and professional attitude.
- Accurately maintain and update all system records, account files, and customer's requests.
- Responsible for opening and distributing mail.
- Responsible for opening and closing accounts, sending accompanying welcome and closeout documents, and processing daily transaction entries.
- Set up and maintains alerts, alternate addresses, and notes in banking software.
- Review and proof all work for accuracy and completeness.
- Responsible for daily bank processing and balancing.
- Generate maturity, renewal, and other notices for mailing daily.
- Monitor contribution limits, distributions, and RMDs on IRA accounts.
- Process incoming or outgoing rollovers and transfers on IRA accounts.
- Generate monthly balance and interest reports for reconciliation with IRA custodian.
- Responsible for using Online Banking (OLB) software to enroll, unlock, and troubleshoot investor accounts.
- Responsible for using Connections software to log prospects, generate reports, and produce portfolio summary.
- Responsible for using BancPac Reporter to generate account related reports as needed.
- Access BancPac Product Maintenance and Bank Rate to adjust rates and products when necessary.
- Scan all investment related documents.
- Monitor and prepare various internal tracking documents.
- Perform other duties as assigned.

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REQUIRED COMPETENCIES/SKILLS

MULTI-TASKING ABILITY:

Ability to manage multiple projects/transactions at once.

REASONING ABILITY:

Ability to apply common sense understanding to carry out detailed but uninvolved instructions and to deal with problems involving a few variables.

MATHEMATICS ABILITY:

Ability to perform basic math skills, use decimals to compute ratios and percentages, and to draw and interpret graphs.

LANGUAGE ABILITY:

Ability to use passive vocabulary of 5-6,000 words; to read at a slow rate; define unfamiliar words in dictionaries for meaning, spelling, and pronunciation. Ability to write complex sentences, using proper punctuation, adjectives, and adverbs. Ability to communicate in complex sentences; using normal word order with present and past tenses; and using a good vocabulary.

PHYSICAL REQUIREMENTS:

FINGER DEXTERITY:

Using primarily just the fingers to make small movements such as typing, picking up small objects, or pinching fingers together.

TALKING:

Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.

AVERAGE HEARING:

Able to hear average or normal conversations and receive ordinary information.

REPETITIVE MOTIONS:

Movements frequently and regularly required using the wrists, hands, and/or fingers.

AVERAGE VISUAL ABILITIES:

Average, ordinary visual acuity necessary to prepare or inspect documents or products or operate machinery.

PHYSICAL STRENGTH:

Sedentary work; sitting most of the time. Exerts up to 10 lbs. of force occasionally.

EXPECTED_HOURS_OF_WORK

Monday through Friday, 8:45am – 5:15pm (includes 30-minute lunch)

EDUCATION/TRAINING REQUIREMENTS

Microsoft Office Suite, SharePoint, Dynamics365 (CRM), BancPac and other FIS product experience preferred.

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PREFERRED EDUCATION AND EXPERIENCE

Associates or Bachelor's degree and 3 years of similar job-related experience preferred

OTHER DUTIES*

- Excellent customer relation skills.
- Excellent verbal and written communication skills.
- Proficient with MS Outlook, Word, Excel, PowerPoint.
- Ability to multi-task.
- Answer phones when necessary.

***This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.**

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EEO STATEMENT

CFR does not discriminate on the basis of race, sex, color, religion, age, national origin, marital status, pregnancy status, disability, veteran status, genetic information, sexual orientation, gender identity or any other category protected by law in provision of employment opportunities and benefits.

SIGNATURES

This job description has been approved by management:

Manager Signature/Date: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee Signature/Date: _____