

# GLOBAL FINANCIAL PRIVATE CAPITAL

## Job Description

JOB TITLE: Operations Specialist

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Reports To: Operations Manager

Non-Exempt  
July 2017

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### SUMMARY

The Operation Specialist will work within a service environment, which consists of dedicated Money Movement, Transfer of Assets (TOA) and will focus on all service and operational requests from our client base. The Operation Specialist will be responsible for the accurate and timely processing of transaction requests for advisors' customers including transfer of asset and money movement requests. Specialists are expected to be key contributors to a positive workplace environment, process improvement, and demonstrate a strong commitment to teamwork and shared success. They are expected to own their professional development plan and acquire additional skills that ensure continued growth in and effective contribution to the organization.

### PRIMARY RESPONSIBILITIES

- Meet minimum productivity and accuracy requirements
- Provide quality customer service through accurate and timely processing of submitted requests
- Analyze supporting documents to confirm legal requirements have been met
- Deliver effective written and verbal communication to appropriate business partners and customers when requests are not in good order
- Gaining proficiency in additional processes as department needs require
- Resolve requests/issues in a timely and accurate manner

### EDUCATION & EXPERIENCE

- College degree or minimum 1 year of work-related experience preferred
- One or more years of customer service and processing experience recommended
- Proven track record in high volume, high paced data centric processing environment
- Transfer of Assets (TOA), Money Movement experience highly preferred

## SKILLS & KNOWLEDGE

- Detailed oriented with strong analysis skills
- Ability to multi task and work in multiple processing systems
- Ability to explain complex process or simplify terminology to customer/plans.
- Strong understanding of customer base and service level agreements
- Clearly articulate ideas to team, department and other business units
- Ability to assess risk and translate business requirements to viable business solutions
- Ability to work in a fast-paced, team environment
- Strong written, verbal and interpersonal communication skills
- Time management
- Creative/open-minded
- Strong service attitude

## PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk.

The employee must occasionally lift and/or move up to 10 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

## ACKNOWLEDGMENT:

I have read and acknowledge receipt of this job description and agree to perform the responsibilities as described above. I understand this job description is intended to describe the general nature and level of work performed by persons assigned to this classification. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of employees who hold this position.

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Supervisor Signature

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Employee Signature

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Date

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Date