POSITION DESCRIPTION

Position Title: Manager	Department/Location: Family Office Servies (FOS) – Onsite – Baltimore, MD
Reports to: Director, Family Office (FOS)	**FLSA Designation/Rate Type:** Exempt/Salaried

POSITION SUMMARY:

The Manager, FOS will work with a team assigned to service clients to provide reporting, and to support Tax and Trust & Estate planning. The Manager may handle elevated service requests or issues that do not meet the threshold of being referred to a Senior Manager or Director. The FOS Manager has the support of both Staff Accountants and Senior Accountants.

Key Outcomes:

- Client Care
- First review of Work Product
- Team Development & Performance
- Technical Training
- On Time Delivery

ESSENTIAL DUTIES & RESPONSIBILITIES

- Leads, manages, and holds the team accountable to excellent service, work completion and on time delivery.
- Embodies Acadia's core values and is a standard bearer in all dealings with clients and employees across the organization.
- Facilitate weekly one on ones to ensure team accountability and annual metrics are achieved
- Set realistic deadlines and ensure deadlines are completed on time and with accuracy.
    - This includes a willingness and ability to work overtime as needed, overtime for this position is estimated at 150 hours annually.
- Provide Family Office services for the firm's ultra-high net worth clients.
    - Day-to-Day
        - Develop a deep understanding of the clients' financial picture, which often includes trusts and other related entities
        - Monitor cash flow activity
        - Maintain organized and accurate supporting documentation of all transactions within a defined filing system
        - Comprehensive bill pay, payroll, and investment tracking
        - Assisting with special accounting and financial statement projects as necessary
    - Reporting
        - Create and maintain personal financial statements in QuickBooks
        - Prepare and review financial statement packages
        - Various one-off projects for clients such as cash flow projections or other customized reports
    - Tax and Trust & Estate Planning

  - Assemble and organize information for tax preparation
  - Ensuring all executed documents are retained and filed in an organized manner
- Assist with ad hoc internal accounting, HR functions, and tax projects as needed
- Ensure behavior and performance supports the company's Vision/Traction Organizer (V/TO™)
- Solicits feedback; takes action to continuously improve success of team
- Perform other duties as assigned

REQUIREMENTS & QUALIFICATIONS

Education:

- Bachelor's degree required in Finance or Accounting

Skills & Abilities:

- Position requires a person with the ability to multitask in a fast-paced environment with stringent deadlines
- Strong project management skills and ability to handle multiple clients
- Appreciation for a high level of client service to meet competing client needs
- Self-motivated and ability to work independently
- Strong attention to detail
- Technical accounting knowledge, experience with investments preferred
- MS Excel proficiency required
- QuickBooks experience preferred
- Strong written, verbal and mathematical skills
- Ability to operate in a team environment and with external clients

Vision/Traction Organizer™ (V/TO™)

Core Values – The Acadia Way

Our values are the things that we believe are important in the way we operate and work. These values determine our priorities and are a measure to ensure that our ways of working align:

WE ARE EXCELLENT	We set high service standards in all that we do to support our clients and each other.
TRUST IS EVERYTHING	We partner with our clients, their advisors, and each other by committing to a self-giving, high-touch approach that is reliable and individualized.
PREPARED & PROACTIVE	We look forward with care and thoughtfulness, anticipating the needs of our clients and our Acadia team.
WE DO WHAT IS RIGHT	We say what we do and do what we say… every time!

We are Eager to Learn & Grow	We seek personal and professional growth and seek continuous improvement in order to remain standard bearers in our industry.

Core Focus™
Purpose: We exist to be Ultimate Client Advocates with impeccable service, superior capabilities, and meaningful connections.

Niche: We are a multi-family office servicing ultra-high net worth individuals that have multiple, sophisticated, alternative investments; and/or trust and estate complexities.