



Manager of Business Administration and Operations Job Description

General Responsibilities:

- Create and foster an inviting and hospitable environment for clients and staff.
- Ensure office is properly stocked with necessary supplies for efficient operations.
- Effectively communicate technical information to clients, vendors and other office personnel.
- Must be organized and detail oriented and expected to maintain an orderly and neat workspace at all times.
- Manage firm Caseload processes and procedures efficiently, including processing payments and recurring client billing.
- Must possess excellent Customer Service skills.
- Proficient use of Windows OS and Microsoft Suite applications including, Word, Excel, PowerPoint, Outlook & Access.

Office Duties & Responsibilities:

- Always remain courteous and eager to please when dealing with clients, potential clients, & other office personnel. May be required to perform personal tasks which may require the use of personal vehicle.
- Must become proficient in using the brokerage trading platform software application and use the software to perform administrative duties in client accounts at the direction of licensed investment professional.
- Maintain office calendar and ensure all tasks are completed in a timely manner.
 - Create lists of prospects upon direction and create necessary activities for engagement.
 - Ensure management is aware of calendar events such as appointments, meetings etc. and is prepared for such events as necessary.
 - Confirm all client appointments and prepare all necessary documents for client meetings in advance.
- Ensure accuracy and completeness of all documents before submitting. Responsible for contacting client for additional requirements as necessary.
- Follow all compliance requirements as outlined by Firm.
- Must be able to draft letters to clients for administrative and marketing purposes.
- Maintain confidentiality of client data by regularly destroying sensitive documents and verifying identification before disclosing account information.
- Required to maintain updated forms, documents and literature which include but not limited to government forms, vendor applications/forms as well as internal office forms and other documents.

Marketing Responsibilities:

- Regularly contact clients to keep them updated on events.
- Coordinate all office events such as seminars, workshops, client events, etc. on time and on budget.
- When required, gain proper compliance approval of all events, including seminars, speaking engagements etc.
- Attend weekly office meeting to discuss marketing calendar and the week's activities.

Other Duties & Responsibilities:

- Responsible for maintaining a clean and attractive office environment which includes emptying trash receptacles, dusting/polishing office furniture and equipment, maintaining refreshment station and ensuring restroom is adequately supplied.
 - Must attend all required training and conferences which may require travel.
 - Must dress professionally at all times and maintain a neat and groomed appearance in accordance with office dress code.
 - Maintain office supplies which may include travel to office supply store, post office etc. and picking up items.
 - Must participate in regular performance reviews.
 - Must accurately record all time clock entries. Intentional abuse of time will not be tolerated and any infraction will lead to disciplinary action which may include written warning leading up to termination.
- Personal Use of Office Equipment and Resources will not be allowed without prior permission. The use of games and other leisure activities including reading personal interest literature either through books, computer, personal electronic devices, such as telephone, laptop, tablets etc. will not be tolerated under any circumstances. Use of office resources and personal interest materials will result in disciplinary action. Continued violations may result in termination without prior written notice.

This job description including job requirements may be modified at any time, given notice within **15 days** of expected change in requirements.