JOB DESCRIPTION | OPERATIONS ASSOCIATE

ABOUT TRU ~

Founded in 2014, tru Independence, LLC launched with its first breakaway advisor team in July of that year. Since this date, we have partnered with both wirehouse breakaway teams and advisor teams within larger RIAs seeking independence equity in their business and, ultimately, a succession plan. From the day of engagement, the advisor team has tru's full commitment and leadership to navigate through the process – everything from finding the right custodian solution to setting up compliance to selecting the right technology to actually opening their doors as a new company. That tru commitment continues with the advisor beyond 'launch' day. Our team is here to provide daily operational support, ongoing compliance, updates to technology systems and strategic guidance for their ongoing practice.

While we feel we are still in the early years as a firm, our core team has over 100 years in combined experience of working with advisors in various capacities, including business management, investments and research, compliance, operations, technology and client service. This offers a unique opportunity to any individual joining the team as we continue to build our foundation and the roles supporting it.

ROLE SUMMARY / PURPOSE ~

As an Operations Associate, this individual will be reporting to our Director of Operations. They will be part of an operations team, responsible for working closely with multiple investment advisors and their internal staff to provide exceptional client relationship support, service and operational expertise with custodians and portfolio accounting systems. This individual will professionally represent operations as one of the integral components of tru Independence's deliverables to its advisor teams. There will also be tasks and projects supporting other teams within tru, which ultimately support the entire firm.

ESSENTIAL RESPONSIBILITIES ~

- Professional, direct communication with advisors and/or their internal operations staff
- Assistance with completing, submitting and tracking client account opening paperwork for the custodians (Fidelity, Schwab, TDA, Raymond James and Pershing)
- Assistance with account maintenance or update items at the custodians
- Point of escalation and resolution for advisors in handling custodian requests and portfolio accounting system challenges
- Manage data clean-up and audits between custodian data feeds and portfolio accounting system
    - Reconciling data for performance, reporting and client billing
    - These audits range from daily, weekly, monthly and quarterly based on advisor team
    - Resolve integration issues if related to these data feeds and clean up
- Point of resolution for advisors on issues related to performance reporting and billing
    - This will involve assistance with creating reports, researching errors and making updates
    - This also includes preparing for month-end and/or quarter-end billing and reporting
- Point of resolution for advisors needing due diligence on 'how/what to do' for varying client scenarios (new account type, documents, reports)
- Manage daily tasks and requests that are received from advisor teams for support via our task ticketing application
- Provide training of both custodian applications and portfolio accounting systems and features to both internal staff and advisor teams
- Provide input on improvements to efficiencies, policies and procedures and best practices for the operations team

    - This may involve learning and understanding some existing practices currently done on a daily, weekly, monthly, quarterly, and annual basis prior to introducing new practices
- Ensuring compliance with company policies and regulations within the operations department
- Working closely with Compliance regarding report requests, regulatory exams and best practices
- Working closely with the Director of Operations to overall meet or exceed their expectations and carry out strategic goals for various operational functions and advisor support
- Growth Opportunities
    - Working with Onboarding team to oversee certain tasks involved to transition a new advisor team from their old firm into a new RIA
    - Working with our Portfolio/Investment Management & Research team handling manager research, trading and assisting the CIO function of tru
    - Working with the Relationship Manager as a representative of the operational support and client experience provided by tru; assisting with new client initiatives and improvements to their support

QUALIFICATIONS/REQUIREMENTS ~

- Bachelor's Degree preferred
- Excellent written/verbal communication skills
- Comparable work experience in an operations role within financial services; preferably 5+ years
- Preferred experience with custodians such as Fidelity, Schwab or TDA
- Ability to prioritize and methodically re-prioritize as new deadlines present themselves
- Strong analytical skills with an unrelenting focus on detail
- An intellectual curiosity about technology and current trends in the industry
- Uncompromising integrity
- Superior initiative and ability to maintain high levels of personal accountability
- Strong work ethic, deadline-focused, and positive attitude
- Familiarity with systems such as Orion, Black Diamond or Tamarac would be desired

PHYSICAL REQUIREMENTS/WORKING CONDITIONS ~

Must possess mobility to work in a standard office setting and to user standard office equipment, including a computer, stamina to maintain attention to detail despite interruptions, vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the phone.

BENEFITS ~

tru Independence offers exceptional benefits to our employees. Our commitment to your success is enhanced by our competitive salary depending on experience and an excellent benefits package. We work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.