POSITION DESCRIPTION

NAME		**DEPARTMENT:**	Retirement Plans
TITLE	Account Manager, Retirement Plans	**STATUS:**	Full-Time
REPORTS TO:	President, Retirement Plans	**CLASSIFICATION**	Exempt

JOB SUMMARY/ORGANIZATIONAL IMPACT: The Account Manager, Retirement Plans ("AM") reports directly to and provides support for the retirement plans division. This position will primarily be responsible for maintaining professional working relationships with a team of retirement plan professionals and ensure an outstanding level of account management customer service to clients. The AM will serve as liaison between clients, financial service providers, and third-party administrators. The AM must be a subject matter expert and make certain clients' needs are met in a timely manner. They must be willing to assume full responsibility of client retention. Problem solving skills and time management are crucial components for the AM.

RESPONSIBILITIES/ ESSENTIAL FUNCTIONS:

- Work diligently with clients, plan participants, financial service providers, and third-party administrators on a day-to-day basis. Follow up on and limit outstanding issues with clients and participants. Provide timely resolutions to clients and escalate issues to leadership, when appropriate.
- Assist in preparation of participant enrollment and education meetings including fulfillment of material requirements from vendors, and coordination of client meeting dates and times.
- Conduct individual enrollment meetings for plan participants.
- Respond professionally and efficiently to incoming service requests from individual plan participants and individual wealth management clients.
- Communicate with individual plan participants and plan administrators regarding rollovers, distributions, asset transfers, and other general questions regarding retirement plans.
- Provide advisory support to plan participants, plan sponsors and wealth management clients and prospects.
- Educate, monitor, and service wealth management clients. Set up and complete paperwork for all wealth management clients based on their individual needs.
- Record in Summit's CRM system all fundamental and necessary client data, and activities that create obligations including phone calls, emails and other correspondence, tasks, and appointments.
- Stay current with market trends and events, economic updates and financial industry regulations.
- Actively stay informed of insurance products, plans, representative and insurance regulation changes through industry communications, meetings, webinars and continuing education.
- Recognize areas of weakness, provide suggestions, and update documentation for process improvement.
- Perform general and administrative duties as assigned.

REQUIRED QUALIFICATIONS:

Knowledge

- **Administration and Management.** Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Customer and Personal Service.** Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Legal.** Knowledge of securities regulations and broker-dealer compliance requirements, financial information privacy laws, the Gramm-Leach-Bliley Act (GLBA), the Employee Retirement Income Security Act (ERISA), and other applicable laws.
- **Financial Services.** Knowledge of the financial services industry as it relates to selling investment products and giving advice.

Skills

- **Active Listening**. Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Speaking**. Talking to others to convey information effectively.
- **Service Orientation**. Actively looking for ways to help people
- **Critical Thinking**. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Social Perceptiveness**. Being aware of others' reactions and understanding why they react as they do.
- **Persuasion**. Persuading others to change their minds or behavior.

Abilities

- **Judgment and Decision Making.** The ability to use ethical principles and sound judgment when faced with making difficult decisions.
- **Team Player.** The ability to work cooperatively and effectively in a team environment to accomplish group goals.
- **Oral Expression**. The ability to communicate information and ideas in speaking so others will understand.
- **Speech Clarity**. The ability to speak clearly so others can understand you.
- **Problem Sensitivity**. The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Written Expression**. The ability to communicate information and ideas in writing so others will understand.

Experience:

- Previous work-related experience in Financial Services Industry preferred
- Experience using Microsoft Office 365; Outlook, OneDrive, SharePoint, and Dynamics preferred.

Education Required:

- Bachelor's degree in Finance or Economics preferred.

Certifications:

- Group Life, Accident, and Health License preferred
- Series 7 license required
- Series 66 license required

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AUTHORITY

This position does not have the authority; neither express nor implied, to legally bind the Company to any contract without written, documented consent of an Officer of the Company.

SPECIAL JOB DIMENSIONS:

Position must be willing to travel on occasion for enrollment, education, and client service meetings as needed.

ATTENDANCE:

Employee must have the ability to comply with the company's attendance policy documented in the Employee Manual.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

While performing the duties of this job, the employee is regularly required to sit for long periods of time and must have the dexterity of hands and fingers to operate a computer keyboard, mouse, and other office equipment. The employee must have visual acuity to read and draft reports, memos, letters, etc. Specific vision abilities required by this job include vision adequate for the incumbent to perform the responsibilities and functions of the job efficiently. Must be able to hear, speak and communicate clearly.

The employee will work in smoke-free office surrounding; noise level is quiet to moderate.

The qualifications, physical demands and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills and abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.