



POSITION DESCRIPTION

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

JOB SUMMARY/ORGANIZATIONAL IMPACT: The Account Manager, Retirement Plans (“AM”) reports directly to the President and provides support for the Investment 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 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. The AM 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.
- Record in Summit’s CRM system all client data and activities 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 products, plans, legislative and regulatory 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 Business preferred.

Certifications:

- Group Life, Accident, and Health License preferred
- SIE (prerequisite to Series 7)
- Series 7 license required within 6 months of hire
- Series 66 license required within 6 months of hire