ClearPoint Federal Bank & Trust ®

Job Brief

This position requires professional expertise in the technical knowledge of trust law and regulations, funeral and cemetery pre-need law, an understanding of investment management, knowledge of tax considerations, and familiarity with the internal policies and procedures of a bank trust department. This position is responsible for proactive account management including account set up, investment performance review and ongoing customer support. Responsible for coordination of customer onboarding.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for the daily administration of customer accounts. Examples of daily administration would include tracking dates and deadlines, timely deposit, withdrawal and transfer of funds, periodic customer reporting and presentation, and document filing system.
- Work to support the Relationship Management and Trust Administration teams to onboard new business and set up accounts.
- Act as the primary point of contact for accounts not assigned to a Relationship Manager, being the liaison between customers, tax, accounting, legal and operations personnel. Strong interpersonal skills are required.
- Ensure that excess or surplus funds are invested according to terms of client's wishes and agreement.
- Responsible for the three types of fiduciary account reviews; pre-acceptance, initial post-acceptance and annual. Identify any potential self-dealing and conflicts of interest issues prior to acceptance.
- Work with auditors, both internally and externally, to facilitate any required examinations of customer accounts.
- If another trustee is named to succeed a trust administered by ClearPoint, manage in a timely manner the efficient transfer of assets and records to the successor trustee.
- Evaluate trust rollovers to determine if acceptable to ClearPoint. For the rollovers which are acceptable, this position will work with the team to coordinate the successful and timely transfer of assets and records.
- Willingness to grow and take on additional responsibilities as warranted and learn all aspects of trust administration.

REQUIREMENTS

- ❑ Associates degree in related field, or 3+ years' work experience in equivalent field required.
- ❑ Demonstrated problem solving, decision making and communication skills, both written and spoken.
- ❑ Continuous Improvement mindset. Must take initiative to address issues proactively.
- ❑ Ability to work independently and meet deadlines.
- ❑ Proficient with technology including, email, Excel, PowerPoint, and Word.
- ❑ Ability to coordinate and complete multiple tasks in a timely and efficient manner.
- ❑ Knowledge of preneed funeral and cemetery trusts is a plus, but not a requirement.