

PLACEMARK INVESTMENTS

Job Description

Title: Operations Specialist – New Accounts

Functional Role: Investment Operations

Location: Dallas, TX

Reports To: Director, Operations

BACKGROUND

Placemark Investments is an investment advisory firm registered with the Securities and Exchange Commission. The company is privately held, with 59 employees located in offices in Dallas, Texas and Wellesley, Massachusetts.

Placemark develops, implements, and supports wealth solutions, including Unified Managed Account platforms and retirement solutions for broker/dealers, registered investment advisors, banks, and family offices. As the separate account industry's leading independent overlay portfolio manager, Placemark coordinates multiple investment vehicles such as separately managed accounts, mutual funds, and ETFs into a single customized portfolio

Placemark's mission is to fundamentally change the way that investment management services are delivered to clients, fostering a more efficient operating model and delivering more sophisticated investment strategies to meet a wider variety of client needs. We enable financial advisors, sponsors, and product providers (managers) to better collaborate in delivering superior investment solutions to their clients. As a firm, Placemark seeks to foster an entrepreneurial culture focused on integrity, innovation, respect for employees, exceeding customers' needs and adding real value.

KEY RESPONSIBILITIES

The Operations Specialist performs a variety of functions for Placemark's Operations Department. An integral part of this role includes handling internal and external client requests, including opening new accounts, updating accounts, terminating accounts, processing asset allocation changes, handling client inquiries, monitoring incoming/outgoing asset flows, and at times performing quality control duties.

The Operations Specialist plays a key role in servicing our clients. As such, the employee in this role must take ownership of specific client relationships, possess strong interpersonal skills, and proactively manage client issues with a strong sense of urgency. In addition, the nature of Placemark's business can be at times very dynamic and as such, requires employees to sometimes switch gears throughout the day to assist with meeting critical cut-off times and/or high volume processing spikes.

Responsibilities include:

- Work with Financial Consultants and Registered Investment Advisors to answer day-to-day questions regarding clients' accounts

- Communicate with the various Placemark departments and/ or the sponsor/custodian to answer inquiries, resolve client issues, etc. in a timely manner
- Perform New Account quality control which involves verifying new account set up has been completed accurately in accordance with the client paperwork. This includes client information, fee schedule information, investment type, and model selection
- Understand the risks created by discrepancies, prioritize daily workload, and influence internal and external groups, as need be
- Serve as a well-informed back-up to other members of the group
- Develop and document detailed processes and procedures, as needed.
- Collaborate with the Portfolio Management team to periodically audit accounts to validate proper investment allocation according to the client agreements
- Prepare and review daily client and management reporting

REQUIRED EXPERIENCE AND CAPABILITIES

- Bachelor's degree in business administration, accounting, or finance or equivalent work experience
- Demonstrated knowledge of financial markets - including equities, fixed income, separately managed accounts, mutual funds, ETFs, and hedge funds
- Prior experience in financial services operations or accounting a plus
- Knowledge and use of Microsoft's Office Suite
- Advent System experience a plus

REQUIRED PERSONAL ATTRIBUTES

- Personable & proactive individual possessing strong customer service skills
- Excellent critical thinking and problem solving skills
- Detail-oriented and process-oriented approach
- Accepts responsibility, ownership, and accountability for work results
- Finds a high-volume, dynamic work environment engaging

COMPENSATION & BENEFITS

- Competitive salary plus bonus opportunity
- Comprehensive benefits package including:
 - Medical, dental and vision insurance
 - 3 weeks paid vacation
 - 401(k) plan with company match
 - Employer paid life insurance, AD&D and short-term disability coverage.

***PLEASE SUBMIT YOUR RESUME and SUMMARY OF QUALIFICATIONS TO:
OPS-CAREERS@PLACEMARK.COM***