



Job Description

Position Title: New Accounts Specialist
Department: New Accounts
Reports To: New Accounts Supervisor

General Summary

Reviews, maintains, and updates new client accounts. Reviews, enters, and submits transfer in requests. Answers calls that pertain to establishment of new accounts, incoming funds or investments, and fees. Performs routine follow-up.

Essential Job Functions

1. Processes new accounts.
2. Reviews and enters transfer requests into CNBSoft.
3. Submits transfer requests to other custodians and performs follow-up to ensure funds are transferred.
4. Answers incoming customer calls and addresses questions.
5. Assists with transfer in processing as needed.
6. Completes other duties as assigned.

*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

Knowledge, Skills, and Abilities

1. Excellent communication skills.
2. Excellent administrative skills including planning, proofreading, and checking work.
3. Excellent data entry skills.
4. Ability to type, file, answer the phone, and use a ten-key.
5. Knowledge of word processing and spreadsheet software.
6. Knowledge of basic mathematics including fractions, decimals, and percentages.
7. Ability to read and write.
8. General knowledge of IRS rules regarding IRAs.

Education and Experience

One to two years at a college or technical school. One to three years of customer service experience preferred.

Physical Requirements

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read reports and use computer.				X
Hearing: Must be able to hear well enough to communicate with co-workers.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing:	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

Working Conditions

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Normal working conditions with the absence of disagreeable conditions.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.