# JOB DESCRIPTION

**Job Title:** Client Advocate

**Department:** Operations **Location:** TMI - Georgia

**FLSA Status:** Non-Exempt **Last Revision Date:** 06/24/2021

**REPORTING STRUCTURE**: Reports to the Client Advocate Team Lead, who reports to the Director of Custody Services.

**GENERAL FUNCTION**: This role is responsible for providing world class customer service to TMI’s individual clients, affiliated broker/dealers and interested third parties through written and oral communications. Additionally, this position is responsible for providing operations and administrative support for TMI’s IRA, custodial and transfer agent accounts. Another function is assisting with project type work to support new and existing business lines that may require independent thinking and self-direction.

**MAJOR DUTIES AND RESPONSIBILITIES**:

* Provide exceptional customer service to internal and external clients, including phone, e-mail and fax support.
* Provide online account access support, including set-up and maintenance (both broker and customer).
* Assisting the leadership team with special projects which include but are not limited to; onboarding of new accounts and business lines, working with vendors on system enhancements to accommodate new opportunities.
* Mailing bond call notices, debt coupons and monthly statements to holders after ensuring accuracy.
* Account maintenance, such as change of address, rep changes, beneficiary form updates.
* Logging returned mail including account updates and follow up.
* Supporting the year-end tax reporting review and preparation processes.
* Creating and maintaining appropriate sections of the departmental procedure manual.
* Reviewing and proactively providing feedback on department processes and procedures to improve operational efficiencies.
* Cross-training within the department.
* Other duties as needed.

**SKILLS & REQUIREMENTS:**

* BS, BA Degree or equivalent work experience.
* Ability to work under pressure and adjust to unpredictable work volume.
* Excellent verbal and written communication skills.
* Good problem-solving skills.
* Proficiency with Microsoft Office products.
* Knowledge of basic IRA regulations and IRS tax forms.
* Knowledge of securities industry and transfer agent regulations.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands, reach with hands and arms, and talk or hear.

### ACKNOWLEDGEMENT OF JOB RESPONSIBILITIES:

**Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_**