|  |  |  |
| --- | --- | --- |
| |  |  | | --- | --- | | **Financial Service Representative**  **-Tier I** |  | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| |  |  |  | | --- | --- | --- | | **Job Code PSR-Tier I** | **FLSA Status Nonexempt** | **Dept Service Center** | | **Reports to AVP Service Center** | | | |

|  |
| --- |
| **Company Profile** |
| |  |  | | --- | --- | | |  | | --- | | PlanMember Financial Corporation is a financial services firm with a national footprint, and headquarters in Carpinteria, on the beautiful Central Coast of California. Serving the public sector for over 25 years, PlanMember has been a top ranked fee-based broker-dealer since 2004, ranked #4 in new plans added and #8 for all K-12 plans. PlanMember’s unique membership model helps employees achieve their retirement goals by providing institutional-level investing solutions and delivering exceptional service and support to both employees and their employers. PlanMember’s mission is to make a positive difference for our Partners, PlanMembers and Employees, every day. To accomplish this, we’re looking for highly motivated candidates to join our growing team. | | |

|  |
| --- |
| **Location** |
| |  |  | | --- | --- | | |  | | --- | | **Location Information:** On-Site at our Carpinteria, CA Headquarters | | |

|  |
| --- |
| **Wage Band** |
| |  |  | | --- | --- | | |  | | --- | | **Salary Range:**  Starting salary is typically between $50,000 and $58,000 annually, however, it is ultimately determined by the scope of the position, the candidate's relevant experience, and internal equity.  In addition to the starting salary, there is an incentive structure established that provides salary incentives based on the successful passing of FINRA licenses, SIE, 6, & 7. The total compensation package also includes an attractive benefits plan including, medical, dental and vision, 401k company match, discretionary profit sharing, PTO, and more. | | |

|  |
| --- |
| **Job Summary** |
| |  |  | | --- | --- | | |  | | --- | | The Financial Services Representative, (PSR-Tier1), primary responsibility is to answer client incoming calls, gather information, place outgoing calls, performs routine /assigned follow up tasks, transfers calls to appropriate personnel and provide exceptional service to PlanMember’s Clients and to PlanMember’s Financial Advisors and Financial Centers (no cold calls). During this minimum 24 month program, Representatives will participate in the Securities Industry Training (“SIT”) program which will prepare them for routine job duties and for passing required licensure exams. Representatives will have the opportunity to advance through several Tiers (Positions) during their tenure in the SIT program and will be required to secure FINRA Licenses according to a pre-set schedule.  **License Requirements:** Our incentive program focuses on three important FINRA licenses: SIE (Securities Industry Essentials) exam, Series 6 exam, and Series 7 exam. Each license represents a milestone in an agent's career and demonstrates their expertise and commitment to providing exceptional service to our clients and advisors. | | |

|  |
| --- |
| **Major Duties and Responsibilities** |
| |  |  | | --- | --- | | |  | | --- | | Tier I: Financial Client Service Representative. Obtain FINRA SIE and Series 6 license & FINRA Series 7 within timing standards outlined. | | |
| |  |  | | --- | --- | | |  | | --- | | * After successful completion of the SIT program, properly answer incoming calls from PlanMember’s Clients and process transactions and provide information that relate to client accounts such as:   + Account Information   + Account Maintenance   + Products   + Retirement Plans   + Distributions   + Loans   + NIGO Applications (outbound calling)   + Update call log to ensure timing standards are met   + Web Support   + Transfer Out Questions   + Mailings and Literature   + Transfer In Questions   + Process return mail   + Prepare service and research requests   + Auditing | | |

|  |
| --- |
| **Business Continuity** |
| |  |  | | --- | --- | | |  | | --- | | **Essential Job Function:** This is an Essential Job Function "Essential Staff" position for the purpose of our Business Continuity Plan "BCP". This distinction means you are expected to be fully prepared to perform essential functions of your job remotely as deemed applicable and necessary by your manager and the Company. | | |

|  |
| --- |
| **Competencies Required** |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  | | --- | | * Strong listening skills (Attentive, Active and Objective) | | * Clear, articulate verbal communication | | * Maintain composure under stress | | * Ability to ask probing questions in a polite and professional manner | | * Proficient in Microsoft Word, Excel | | * Ability to learn and proficiently use internal computer systems and all related Service Center software and technical tools | | * Ability to research and analyze information | | * Detail Oriented | | * Accountable/Reliable | | * Service Oriented (positive, empathetic, patient and solution focused) | | * Self-motivated | | * Professional; handle tasks with competence, confidence and efficiency | | * Ability to multi-task without errors | | * Team Player; ability to relate to others in a respectful, cooperative manner | | * Support client retention program | | * Respond to complex customer inquiries with poise and confidence | | |

|  |
| --- |
| **Qualification Standards** Education, Licenses, Work Experience, Etc. |
| |  |  | | --- | --- | | |  | | --- | | * 4-year college degree (any major) | | |
| |  | | --- | | **Licenses and/or Certifications Required** | | |  | | --- | | Other as deemed position necessary | | |
| |  | | --- | | **Additional License and/or Certification Information** | | |  | | --- | | Obtain FINRA SIE, Series 6 & Series 7 | | |
| |  |  | | --- | --- | | |  | | --- | | **Position Information:** This is a Full Time Non-Exempt Position located in the Carpinteria, CA Headquarters. | | |

|  |
| --- |
| **EEOC** |
| |  |  | | --- | --- | | |  | | --- | | PlanMember Financial Corporation is an Equal Opportunity Employer. PlanMember does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need. | | |