



**Position Title:** Advisor Services Specialist

**Reports to:** Chief Operations Officer – Wealth

**Status:** Full Time/Non-exempt

**Location:** Onsite – Overland Park, KS

### **Elevate Your Career at CreativeOne!**

Looking for a dynamic and rewarding career in financial services? Join us at CreativeOne, where we blend collaboration, innovation, and excellence to forge a path in the financial services industry. We pride ourselves on being a nationally recognized leader, devoted to empowering independent financial advisors with superior services.

### **We're Building a Better Financial Future, Together**

We take immense pride in our work and are in search of like-minded individuals who are eager to make a significant impact. If you are ready to be a part of a team that's shaping the future of financial services, we would love to hear from you.

### **Summary of Responsibilities:**

As an **Advisor Services Specialist**, you will take inbound calls from Financial Advisors, their assistants, and their clients. The **Advisor Services Specialist** will also make outbound calls to Advisors regarding trades and trade corrections. **Advisor Services Specialist** must be able to understand multiple products and the risks, fees, and differences between the products. **Advisor Services Specialist** must also understand and be able to explain the regulatory requirements and financial policies that govern the products we support and ensure compliance with product guidelines, financial policies and regulatory requirements.

### **RESPONSIBILITIES:**

- Accurately execute advisor-initiated trade requests using custodial platforms for trade execution and contact block trade desk as necessary.
- Assist advisors on custom trade requests such as raising cash, injecting cash, investment changes, tax-loss harvesting, etc.
- Resolve trade and settlement issues by working directly with custodians, executing brokers, and advisors.
- Assist with on-boarding and maintenance of various platform models (proprietary, third-party and advisor-managed).
- Review client account data to create regularly scheduled and ad-hoc reports.
- Communicate on a regular basis with advisors and custodians and assist on requests such as account transactions, completion of paperwork and other service issues as assigned.
- Work effectively within a team-oriented operations department.

### **Our Core Values**

- *Provide Unreasonably Excellent Service*
- *Love What We Do*
- *Act with Integrity*
- *Collaborate Courageously*
- *Evolve with Purpose*

**PREFERRED SKILLS AND KNOWLEDGE:**

- 2+ years of experience in financial services (TAMP/RIA preferred).
- Experience in a fast-paced environment and ability to prioritize in order to meet tight deadlines.
- Familiarity with model portfolios and block trading ETFs and Equities. Experience with other security types: Mutual Funds, Fixed Income, Alternatives, etc.
- Exemplary problem-solving and organizational skills with the ability to work autonomously and proactively meet client needs.
- Extreme attention to detail and a proven high level of accuracy in work product are expected.
- Experience working with a large custodian (e.g. Charles Schwab, Fidelity, Pershing).
- Proficiency in Excel required (knowledge of macros and VBA a plus).
- Series 65 or 7 preferred.

*This description covers the major purpose and major functions of the job. It is not intended to give all details or a step-by-step account of the way each task is to be performed. Employees may receive other job-related instructions and be required to perform other job-related duties requested by their supervisor. All requirements are subject to possible modification to provide reasonable accommodation to qualified individuals with disabilities. CreativeOne provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*

*Our company does not currently sponsor employment visas. Applicants must be authorized to work for any employer in the U.S.*