



INSURANCE • SECURITIES • WEALTH

**Position Title:** Transition Specialist  
**Department:** CreativeOne Securities  
**Reports To:** Operations Manager/President  
**Status:** Full-time/Non-Exempt

### **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.

### **Position Summary**

The Transition Specialist is responsible for overseeing the mass transition of client accounts to CreativeOne Securities management once an advisor with a pre-existing book of business is onboarded. In addition to transitioning the advisor's client accounts, the Transition Specialist will train the advisor and their staff on the use of CreativeOne Securities systems and processes. This position will also be responsible for communicating transition status' internally between the operations and sales departments. When not coordinating a transition, other responsibilities include carrying out tasks within the operations department.

### **Duties and Responsibilities include, but are not limited to:**

- Oversee and implement transition plan of advisor's assets.
- Provide constant communication and support to advisors during transition process.
- Assist with carrying out day-to-day operations/client service tasks.
- Daily interaction with advisors, vendors, and teammates to excellent provide customer service.
- Conduct virtual and in-person training to advisors and their staff.

### **Critical Skills Sought**

- Willingness to learn, contribute to organizational growth.
- Highly organized and communicative.
- Enjoy meeting and engaging new advisors.
- Strong phone skills and ability to teach processes.
- Apply critical thinking, problem solving skills, and evaluates the level of sensitivity, risk and confidentiality of the work being performed in order to see it through to a resolution.
- Displays a positive attitude and has excellent interpersonal skills.
- Displays patience and empathy both verbally and in writing when communicating with advisors.
- Effectively communicates with cross functional team members within the department and across the organization both verbally and in writing.
- Must be team-oriented, enjoy working with people, and be pro-active, flexible, and have the ability to work independently and accurately in a fast-paced environment.

**Our Core Values**

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

**Qualifications/Experience**

- 2+ years in an administrative, training, or sales support role of advisory business.
- Experience with TD Ameritrade's, Charles Schwab's and/or Fidelity's institutional platforms.
- Experience with DocuSign, Docupace, Forms Logic and/or LaserApp softwares.
- Bachelor's degree preferred.
- Series 65 or Series 7

*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.*