

Operations and Performance Specialist

TITLE: Operations Specialist

FLSA STATUS: Non-exempt

SUPERVISORY RESPONSIBILITIES: None

GENERAL FUNCTION: The Operations Specialist performs tasks for Franklin Street Advisors, Inc. (a subsidiary of Fifth Third Bank) as identified below.

The role is responsible and accountable for risk by openly exchanging ideas and opinions, elevating concerns, and personally following policies and procedures as defined. Accountable for always doing the right thing for customers and colleagues, and ensures that actions and behaviors drive a positive customer experience. While operating within the Bank's risk appetite, achieves results by consistently identifying, assessing, managing, monitoring, and reporting risks of all types.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Daily transaction posting for APX

- Daily downloading of Account information from Custodian's and other providers to Advent APX and Moxy
 - Transactions
 - Custodial Prices and positions
 - Receive and reconcile shares received from corporate actions
 - Verify mutual fund trades have been posted from Moxy to APX
 - Manually check cash disbursements/receipts, alert managers about free receipts.
 - Download end of day blotters from Moxy into APX

Daily APX reconciliation and processing

- Daily reconciliation of previous day's transactions in client accounts, including equity, fixed income trades, cash and asset transfers; reviewing cooperate actions and tender offers from custodians.
- Act as a liaison with other custodians regarding operational issues
- Process daily client reports for publishing to the Franklin Street Advisors website
- Update Tax Lot information as directed, tax lot entry for free receipts
- Special Projects

Daily uploads of trades through Moxy/Custodial interfaces several times during day

- Review trade inputs for errors
- Reconcile differences between broker and custodians and/or outside managers
- Work with IT on changing settings or new upload versions

Performance Responsibilities

- Work with staff to determine marketing objectives for GIPS compliance
- Implement policies and procedures for performance calculations at the account level and composite level for all Franklin Street products
- Perform all tasks associated with performance calculations for marketing distribution, client meetings, and quarterly mailings to clients
- Work with Verifying firm for quarterly and or annual audit of performance calculations.
- Troubleshoot performance problems and recalculate performance if changes are needed
- Review Performance Reports monthly; identify potential candidate accounts for eligibility to enter composites; remove accounts from composites when applicable

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- 3+ year's relevant experience
- High school diploma or equivalent. College degree preferred.
- Experience with Microsoft office products, such as Word, Excel, PowerPoint and Outlook.
- Experience with Advent products (APX, Moxy, Axys, Rex)
- Acquired understanding of company policies, procedures, and operations.
- Knowledge of the firms businesses and the related industry economics
- Ability to multi-task and work well under pressure
- Excellent customer service and problem resolution skills.
- Ability to work efficiently with a low margin of error
- Excellent verbal and written communication skills
- Effective customer relations both internal and external

WORKING CONDITIONS:

- Normal office environment with little exposure to dust, noise, temperature and the like.
- Extended viewing of CRT screen.

All the above duties and responsibilities are essential job functions for which reasonable accommodation will be made. All job requirements listed indicate the minimum level of knowledge, skills and/or ability deemed necessary to perform the job proficiently. This position description is not to be construed as an exhaustive statement of duties, responsibilities or requirements. Employees may be required to perform any other job-related instructions as requested by their supervisor, subject to reasonable accommodation.