

## **JOB DESCRIPTION – Licensed Administrative Associate**

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### DEPARTMENT

Investment Services

### LOCATION

Main Office, Lebanon, Ohio but willing to travel to other branch locations to assist financial advisor(s) when needed.

### PURPOSE

To provide support to the Financial Advisor(s) in the implementation of investments, operations, and service support for clients of the LCNB Investment Services program. A fully licensed administrative associate will have many of the same responsibilities as the Financial Advisor so that in the Financial Advisors absence the same level of service can be offered to the client.

### NATURE AND SCOPE

The Licensed Administrative Associate for LCNB Investment Services will report directly to the Branch Office Administrator. The Associate is responsible for the efficient operation of the Financial Advisor's daily work flow. The Assistant's function is to assist the Financial Advisor(s) to maximize sales efforts and minimize their time spent on operational tasks.

### DUTIES AND RESPONSIBILITIES

- Develop a general knowledge of the financial institution's investment products and be able to assist customers in all their product and services needs in the absences of the Financial Advisor.
- With the Associate maintaining the same licensing as the Financial Advisor the Associate should be equally expected as the Financial Advisor to assist with increasing the service levels and production of the Financial Advisor.
- Ensure the efficient operation of the Investment Services program by:
  1. coordinating and maintaining appointment schedule for the Financial Advisor(s)
  2. providing administrative support to the Financial Advisor(s)
  3. dealing directly with clients and assisting clients
  4. receiving and processing orders with the Broker/Dealer
- Maintain an up-to-date familiarity with the financial institution's investment products portfolio.
- Maintain confidentiality to protect the customer and the Bank.
- Maintain professional image both in appearance and conversation.
- Follow all Bank policies and FINRA regulatory compliance standards.
- Perform other duties as needed

### REQUIREMENTS

- General Securities license (Series 7) and Life/Health Insurance license
- Understanding of financial planning software or desire to be trained
- Must be highly organized and a self starter
- Possess proficiency in use of office equipment, including Microsoft Word, Excel etc...

- Demonstrate the ability to:
  - Identify, research and solve problems quickly
  - Interact with co-workers, dealers and customers in a highly professional manner
  - Listen effectively, learn quickly and organize work
  - Work with minimal supervision
  - Shift quickly to new tasks when priorities change