



Operations – Team Leader

General Description

At Mosaic Family Wealth, The Operations – Team Leader is responsible for the function and performance of the Client Service Associates and Administration staff. The Operations – Team Leader is responsible for the supervision of the Operations team and the performance of their duties. In addition, the Operations – Team Leader is accountable for establishing or contributing ideas for department process, procedures, and protocols.

Responsibilities

- Lead and Manage the firm's Operations Team
- Independently service existing clients and maintains strong relationships with clients
- Work with clients to set up new accounts including new account documentation
- Secondary support for the Operations Team
- Review performance for Operations team quality to identify outliers and ensure accuracy
- Communicates various information with internal and external clients
- Various Reporting functions internally and to clients
- Update policies and procedures in accordance to SEC standards
- Detail orientation with exceptional analytical capabilities
- Ability to organize, prioritize, and execute on work within a dynamic, fast-paced environment
- Strong leadership skills with the ability to delegate and direct work in a way that maximizes both personal and team efficiency
- Excellent communications skills, with the ability to present complex / abstract concepts in simple, cogent terms
- Additional functional responsibilities as needed by the firm

Qualifications

- Bachelor's degree in finance, accounting or related field – Required
- FINRA Series 65 or Series 66 license – Required (*or must obtain within first 6-months of employment*)
- Industry Designation (such as the Certified Financial Planner (CFP®) Designation) – Preferred
- Knowledge of Fidelity and Charles Schwab operational platforms
- Extensive Knowledge of RIA framework and Financial Services industry
- Prior people leadership experience in a professional environment is strongly preferred.
- Thorough understanding of the technology used by the firm and how it applies to clients
- Minimum 5-7 years of experience