



Financial Advisor Manager, Credit Union Job Description

JOB INFORMATION

<i>Job Code:</i>	115018
<i>Job Title:</i>	Financial Advisor Manager, Credit Union
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Leads one or more employees performing similar work.
<i>Job Family:</i>	Credit Union
<i>Job Family Group:</i>	Accounting, Finance and Banking
<i>Management Level:</i>	5 Manager

JOB SUMMARY

Responsible for launching wealth management division and growing revenue at USC Credit Union. Implements wealth management, trust, estate planning and insurance strategies. Maintains high level of service to cultivate member loyalty. Oversees financial advisors; establishes activity and sales goals. Provides financial education services to credit union members, identifies new business opportunities, and enhances client relationships. Assists with implementing a new digital investing ("ROBO-investing") solution and coordinates various growth initiatives.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree	Business Administration	Or
X		Bachelor's degree	Finance	Or
X		Bachelor's degree	in related field(s)	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		12 years	of financial service experience, including complex planning and sophisticated product offerings.	
	X	15 years	of financial service experience, including complex planning and sophisticated product offerings.	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Extensive knowledge and/or experience in wealth management, portfolio management, investment strategy development, trust, and insurance services.
X		Demonstrated knowledge of broker/dealer and RIA marketplace, financial principles, investment products, and world markets.
X		Ability to execute key elements of the wealth planning process.
X		Demonstrated organizational, critical thinking, and analytical skills relating to complex financial planning issues and situations.
X		Excellent written and oral communication skills, ability to build rapport with members, and an exemplary attention to detail.
X		Demonstrated ability to work independently with minimal supervision, deftly handle time-sensitive matters, meet strict deadlines, and accomplish sometimes confidential tasks.
X		Demonstrated experience with office management software/tools (e.g. Google suite, Slack, Skype).
	X	Ability to present ideas and solutions in non-technical, business-friendly terms.
	X	Ability to develop analytics from multiple streams of data, interpret trends, develop persuasive recommendations, and present information to varied audiences.
	X	Multilingual communication skills; fluent in Mandarin, Spanish, Korean and/or other languages beyond English.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
X			FINRA (e.g., Series 7, 63, 65, 66) and state insurance licensing certifications (e.g., life and health insurance certification, property and casualty insurance).

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Develops and implements strategic plans to launch and grow the wealth management division, drive revenue, and cultivate member loyalty. Implements and manages wealth management, trust, estate planning and insurance strategies for members. Presents and articulates strategic plans to senior management. Conducts market analyses and oversees growth initiatives to expand division offerings and market reach. Sells/cross-sells insured credit union deposits and other products that benefit USCCU member/owners.				
Oversees assigned financial advisors, providing leadership, guidance, and support. Establishes activity and sales goals for financial advisors; conducts evaluations and makes appropriate recommendations. Deals with and resolves escalated member issues and documents follow-up to members when necessary.				
Establishes high-quality service delivery and member service standards. Identifies new business opportunities through proactive member engagement. Provides financial education services to credit union members and enhances member relationships through regular annual review meetings.				
Assists with implementing a ROBO solution. Oversees collection of client data (e.g., income, assets, debts) and ensures data integrity. Produces reports as necessary. Utilizes all technology and fact-finding profile forms (e.g., Salesforce) as required for compliance reviews.				
Adheres to all relevant credit union and broker dealer policies, procedures, laws, and regulations (e.g., Bank Secrecy Act, SEC and FINRA rules, confidentiality policies). Completes annual compliance training and stays up-to-date with new developments in field, market conditions, and relevant financial products.				
Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.