APPENDIX ONE:
Job Description

POSITION TITLE:	Client Services Assistant - QuayStreet
LOCATION:	Tauranga
REPORTS TO:	Manager – Superannuation and Savings Desk (SSD)

POSITION SUMMARY

With the aim of providing the best possible outcomes for Craigs Investment Partners clients, the Client Services Assistant – QuayStreet is required to support the effective and efficient service of all QuayStreet Asset Management (QSAM) retail clients and prospective retail clients who are sourced directly by QSAM .

QSAM is a wholly owned subsidiary of Craigs Investment Partners (CIP). Clients are sourced and serviced both directly by QSAM and through the CIP network. The Client Services Assistant – QuayStreet will work closely with the QSAM team including fund managers, analysts and the Business Development Manager (BDM) to ensure a high standard of service is provided on behalf of their clients. Where a client is directly sourced by QSAM, and the client requires financial advice, this advice is provided by CIP SSD Advisers on QSAM's behalf. As a result, this role will need to work closely with both QSAM and CIP.

KEY RESPONSIBILITIES

CLIENT LIAISON

- Act as the primary contact for all QuayStreet retail clients. Respond to requests for information from Craigs Investment Advisers for QuayStreet products and services.
- Answer all queries received from QuayStreet retail clients within agreed service levels and in a professional manner. These may be received by phone, email and post.
- Act as the primary contact for all enquiries from prospective clients. Respond to requests for information and manage queries from members of the public enquiring about QuayStreet products and services.
- Escalate and refer queries as appropriate e.g. for retail clients where financial advice is required, engage an SSD adviser; for wholesale or institutional clients refer to QSAM BDM.
- Assist with the completion of any client documentation including on-boarding and other requests as required, in accordance with instructions.
- Liaise with third parties and external providers to facilitate any service requirements e.g MMC.
- Place trades on NZXWT for QuayStreet KiwiSaver as per client instructions. Liaise and communicate directly with MMC for the purpose of actioning client trades for QuayStreet managed fund products.

ADMINISTRATION

- Facilitate the opening and maintenance of QuayStreet client accounts in accordance with agreed processes and procedures, ensuring that all documentation is compliant.
- Accurately maintain and update all QuayStreet client records both physically and electronically. Promptly and accurately file electronic and physical records.
- Prepare in a timely manner QuayStreet management reports and statistics.
- Assist with the preparation and distribution of correspondence and other material as and when required.
- Prepare and produce management information as and when required
- Update daily unit prices for QuayStreet products on the website.

GENERAL DUTIES AND RESPONSIBILITIES

- Operate within the parameters of the NZX rules and regulations, relevant legislation and CIP procedures and policies.
- Maintain a high level of competence with Craigs Investment Partners' systems.
- Follow company policy and process to ensure client information is protected against loss, unauthorised access, use, modification of disclosure
- Maintain the Client Services Assistant – QuayStreet core competencies as set down by the firm from time to time.
- Complete all Company educational requirements as required for the role as set by the Company.
- Act professionally, ethically and work co-operatively and constructively within the framework of company and branch structure.
- At all times follow Company prescribed administrative processes and policies, including use of supporting systems
- At all times act with integrity and treat clients fairly and respectfully
- General housekeeping duties as required ensuring office area is in a presentable state.
- Any other tasks as required.

PERSON SPECIFICATION

Qualifications	• Relevant qualification in finance, commerce or business desirable but not essential
Knowledge/Experience	• A minimum of one to two year's experience within financial services environment • Experience in a front-office client servicing role desired • Basic understanding of market terminology and knowledge of industry regulation

	• Experience in share registries process (NZ, Australia and overseas) • High level of aptitude for computer systems with an ability to understand complex IT systems • Good to excellent knowledge of the Microsoft product suite, including Dynamics (CRM)
Key Skills and Attributes	• Positive, professional and accommodating client service manner and attitude • Clear communicator • Able to prioritise and work to strict deadlines and work load pressures and manage distractions • Assist and contribute beyond immediate job description • Able to learn new skills quickly and embrace new technology and processes • Ability to understand and assimilate with complex IT systems • Able to understand and apply industry regulation • High level of numeracy and literacy • Professional phone manner