

Position: Operations Specialist
Department: Investment Operations
Reports To: Operations Manager

Summary:

The Operations Specialist is involved with many different areas of responsibility in Investment Operations. These areas include data downloads and imports, reconciliation, discrepancy issue resolution, and data integrity. The Operations Specialist will also be involved with special projects as they occur.

Responsibilities:

- Retrieve download files from various custodian banks according to established procedures in accordance with daily/monthly deadlines.
- Assist in import process of files into reconciliation and accounting systems. Reconcile assigned accounts daily/monthly to ensure that all accounts are balanced to the most current date. Utilize custodian online tools to obtain account information.
- Map new data files to the reconciliation system and assist in updating mapping for current data files as necessary.
- Research transaction and position discrepancies between GW&K and custodian banks. Work with trade settlements personnel and utilize custodian web tools and custodian contacts to research and resolve account issues timely in an effort to minimize financial risk.
- Process transactions to core accounting systems where necessary as related to client accounts utilizing technology.
- Assist in retrieval of reconciliation backup required for annual audits.
- Maintain working relationships with other internal groups including: Client Service teams, technology group & traders to troubleshoot and resolve issues in client accounts.
- Other responsibilities as determined by the group manager.

Qualifications:

- College degree (preferably in Business/Finance/Accounting) and 1 year prior related industry experience.
- An understanding of (or a desire to understand) portfolio accounting & investment process.
- Interest and desire to understand technology related issues, tasks and responsibilities. Participate on technology initiatives.
- Computer literate; experience learning new database systems, familiarity with SQL query writing is helpful
- Excellent attention to detail.
- Problem solving and analytical skills. Must trouble shoot one-off problems and investigate issues using non-standard sources and procedures.
- Willingness to learn about investment management from the operational level and apply that knowledge daily. Familiarity with characteristics of municipal bonds, corporate bonds, mortgage backed securities, and equities.
- Engaged, motivated, inquisitive, accountable, service oriented team player.
- Ability to prioritize responsibilities and multi task to ensure completion of work and resolution of day to day issues within the established timeframes.