

Client Services - Detailed Job Requirements

- Client support:
 - Assist clients with a wide variety of day-to-day requests, often acting as their first point of contact
- Client accounts:
 - Liaise with clients and custodians
 - Complete new account documentation, including Know-Your-Client forms
 - Manage transfers into and out of accounts
 - Ensure all client documentation is complete and accurate on an ongoing basis
 - Ensure CRM (Client Relationship Management) system is up to date and accurate
- Securities trading:
 - Calculate the number of securities to be traded
 - Allocate block trades to individual client accounts
 - Upload trading activity into portfolio system
 - Set-up automatic securities pricing and dividend updates
 - Prepare trade confirmation tickets and send to custodians
- Daily trade settlements and reconciliations for all trading:
 - Liaise with traders, brokers and custodians to facilitate investigation and resolution of any settlement issues
- Cash management:
 - Execute cash and cash equivalent trades
 - Track pre-authorized client auto-debits and update portfolio system to ensure liquidity
 - Proactively monitor accounts for any overdrafts or excess cash balances
- Foreign exchange trading:
 - Send requests to custodians, confirm execution and update portfolio management system
- Communications:
 - Prepare presentation materials, reports and letters for clients, prospects and other third parties
 - Prepare internal reports, including reports on client weightings, investment performance, assets under management and brokerage commissions paid

- Teamwork:
 - Build and maintain a close, supportive, day-to-day relationship with everyone at Longview, in particular the other Client Services team members and Longview's Chief Operations Officer
 - Provide internal transparency on client interactions with the Longview partners managing client relationships
 - Work on ad hoc projects with other members of the Longview team as required

- Self & Firm Improvement:
 - Be aware of the broader context and purpose of your role
 - Actively seek to improve your personal knowledge and capabilities
 - Actively seek to help the firm avoid errors and improve its processes, client service and financial performance