

IRA & CD Clerk - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

Is completely familiar with organization's Products & Services Manual, and all policies, practices, regulation and compliance issues relating to Individual Retirement Accounts (IRA's) and Certificates of Deposit (CD's)

Can provide advisory services to customers respecting IRA and CD options, rules, tax implications, reinvestment options, terms, limits and conditions

Knows and follows cash handling procedures (i.e. Reg CC) for all IRA and CD investments, withdrawals, transfers, and other permissible administrative processes

Requires limited supervisory assistance to perform accurate work

Knows the computer transaction codes and can perform all authorized transactions

Has a working knowledge of organization philosophy, mission, goals, and service attitude

Knows how to and cross sells organization products and services

Knows correct balancing procedures and can balance without supervisory assistance

QUALITY OF WORK:

Is fully knowledgeable and expert in advice provided; works in best interests of customer and within the policies of the organization, regulation, and compliance

Correctly enters each IRA/CD transaction in computer system, resulting in zero errors

Remains composed in handling multiple problems/jobs

Ensures that all IRA transactions and corresponding documentation is in absolute compliance with regulation

Receives no customer complaints about knowledge, service attitude, or accuracy of work

QUANTITY OF WORK:

Completes all daily, and reoccurring routine tasks in a timely manner

Creates and maintains an average IRA portfolio of ___ to ___ accounts and average CD portfolio of ___ to ___ accounts within the calendar year of 199__

Takes on additional assignments to be completed during slow traffic periods; completes these tasks within given time periods

PLANNING AND ORGANIZATION:

Established a workable routine for performing IRA/CD tasks

Organizes work station effectively: i.e. calculator available, printer paper supply adequate, other tools in place and available for immediate use when required

Work area is neat, forms available, appropriate literature available for investing customers

Follows procedures and plans for peak period activity during special promotions or IRA season

Keeps IRA Manual and Products & Service Handbook updated and at work station