

## **Financial Planner - Job Standards**

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

### KNOWLEDGE OF WORK:

Is a fully certified financial planner. Knows what is expected of the position and is fully conversant with the general market for investments, savings plans, budgeting, estate planning practices, and financial advisory services to individuals

Has a thorough knowledge of all organization products and services; required procedures and processes involved in providing them; and, all related fees, charges, interest rates, costs and benefits associated with the use of all organization products and services

Has a complete and thorough understanding of organization philosophy, the organization's Mission Statement, its Service Philosophy Statement, and Service Excellence Goals

Knows how to cross sell organization services and products and train others to do likewise, effectively and productively

### QUALITY OF WORK:

Effectively schedules appointments with customers to ensure prompt and efficient service delivery in person or by telephone during all business hours

Maintains data and statistics on financial products and services, taxation strategies and practices, and provides independent advisory services to customers that best serve their short term and longer term financial needs consistent with safety, soundness, liquidity, and yield

Successfully maintains a cross selling program that results in an average account relationship of \_\_\_ per customer (average number of accounts each customer has)

Provides financial planning information in a timely manner

Has no more than \_\_\_% customer service complaints within each three month period

### QUANTITY OF WORK:

Organizes department's capability to respond to 100% of individual service requests within each business day, and successfully complete no less than \_\_\_% of those requests

Ensures every business transaction is accurately completed, accounts are balanced, and appropriate transactions are recorded, and customer records are updated on a daily basis

Meets corporate sales goals: new product sales, dollar volumes, and service defect-free targets

Provides hands-on support to department staff regarding complex product and customer service issues

Continuously examines work processes and prepares trend reports for further analysis and improvement. Implements TQM (Total Quality Management) work processes in department.

### COOPERATION/RELATIONSHIPS:

Builds sound relationships between customer services department and other service-delivery groups to encourage cross-selling activities and support for other departments

Builds a "team" atmosphere within the department that encourages every staff person to assist others in information and transaction processing for maximum customer satisfaction