



Transaction Coordinator

Job Description

Basic function

The Transaction Coordinator is primarily responsible for the communication and satisfaction of assigned MAP Retirement clients. The single most important aspect for success of a Transaction Coordinator is pro-active, responsive communication with all assigned clients and advisors. They must directly communicate with each client and advisor utilizing Teams phone/virtual calls, other virtual options as they are presented, or email based on the client's preference. Active communication setting clear, explicit expectations with clients/advisors is an essential skill to meet and exceed clients/advisor's expectations.

The Transaction Coordinator is responsible for performing incoming daily distribution, in-service withdrawals, loans, QDRO transactions and 1099 government form preparation. The Transaction Coordinators will work together as a group to timely process incoming requests. This will ensure all internal/external client requests are completed within the department standards set in place by the Director of Account Services.

Reporting relationships

- Direct report to Director of Account Services
- May take direction from the Team Lead or Managing Partner
- Functions side-by-side with other Transaction and Account Coordinators, as peers

Authority

- Assures client satisfaction is achieved by completing incoming requests timely and accurate meeting the MAP Retirement standards
- Ensure the processing of Distributions, Loans, Required Minimum Distribution (RMD), QDROS are compliant with government reporting for all transactions

Responsibility / Accountability

- Primary contact for internal clients, Financial Advisor, and investment company to include timely response to all inquiries, via Teams phone/virtual and/or email
- Assures MAP Retirements quality standards are maintained for all business assigned
- Ensures customers receive the proper service regarding documentation and distributions through appropriate management
- Participate in all team and direct manager meetings



Principle Duties

- Responsible for accurate and timely delivery of all assigned Distributions, Loans, RMD & QDRO work based on MAP's standard service levels in place
- Ensure assigned transactions are in good order based on the process in place
- Process Required Minimum Distribution once the Account Coordinator determines who is required to receive the RMD
- Monitor Loan Defaults from Recordkeeper to determine when a loan default is required
- Determine with client/plan sponsor if there is a need for a loan default, then process
- May work on projects or other assignments outside of their core responsibilities
- Attend all staff and company meetings

First and foremost, it is the responsibility of all team members to make sure that MAP clients and advisors are provided a high level of service and are satisfied with what is provided from our organization. Team members may regularly be asked to assist with items that may fall outside of their core responsibilities to meet and exceed client/advisor satisfaction.

The Transaction Coordinator must be a good communicator, display a positive "can do" attitude, and can multi-task, be patient, and work well on both routine & non-routine activities. They must be an outstanding time manager, capable of work strategically thinking through issues. The Incumbent needs to work independently and work well as part of a team.