**Job Title:** Senior Vice President, Trust and Investment Services

**Reports To:** Executive Vice President

**Status:** Full Time  Part Time

Exempt  Non-Exempt

**Basic Functions:**

Provide senior management and oversight of the bank’s Traditional Trust Department and Raymond James investment management department. Evaluate and develop department strategies, policies, and procedures. Ensure that departmental goals and objectives, including sustained earnings growth, are met.

Provide investment management services for Trust accounts, chairing the bank’s Trust Investment Committee.

Develop and manage relationships with high value Trust clients.

Serve as part of the bank’s leadership team, including participation on the management ALCO committee, 401(k) committee, and Tactical Management Group, a cross section of leaders charged with collaborating to implement bank-wide plans. Participate in board of director trust committee meetings.

**Essential Job Duties:**

* Responsible for attracting, retaining, and developing the best team possible. This includes recruitment, training, coaching, and all other people management duties.
* Reinforces the application of superior client service through their own example along with appropriate follow through with involved customers and employees.
* Administers investment portfolios for trust and agency relationships for the Bank; provides trust and estate solutions to clients within the Bank's market area; maintains business relationships and obtains new business opportunities.
* Maximizes client engagement by assessing, understanding, and identifying client’s wealth management, banking and lending needs and providing a wide array of solutions including estates, trusts, guardianships, investment management accounts, and any other appropriate fiduciary accounts.
* Confers with clients, heirs, attorneys, tax professionals, and other interested parties as necessary over the life of the account to explain the Bank’s role; resolves issues or problems, establishes the needs and interests of each, and provides assistance.
* Assumes responsibility for the administration and discharge of the Bank’s legal/fiduciary responsibility for all assigned estate and trust accounts.
* Conducts a review of wills and trust agreements to ensure accounts are properly structured to meet fiduciary responsibilities.
* Coordinates with the investment personnel to monitor cash and investments of each account with consideration of the objectives of the accounts, the needs of beneficiaries, and cash requirements for taxes and distributions.
* Investigates and follows up on significant changes in status of existing clients; maintains an active awareness of changes in legal requirements which may affect trust and estate accounts; resolves any issues or problems as necessary.
* Prepares and maintains documentation, status records and reports on trusts, estates, business development, and financial planning activities.
* Reviews each relationship at least annually to ensure compliance with trust terms, proper fee allocation, proper documentation, investments, etc.
* Participates in community affairs, business and service organizations; actively involved in instilling and maintaining a positive sales environment through education of the Bank’s products and services.
* Partners with internal and external entities to source and solidify relationship opportunities and attain client financial goals.
* Provides superior client service and follow through when handling issues related to Bank clients and employees.
* Responds to inquiries or refers inquiries to the appropriate department or person, and exhibits the necessary follow through.
* Consistently applies superior decision making techniques pertaining to inquiries, approvals and requests.
* Assumes responsibility for special projects; gathers data and prepares reports for senior management and the board of directors.
* Conduct all duties in compliance with applicable laws, regulations, and Bank policies and procedures.

**Knowledge, Skills, and Abilities:**

* Advanced knowledge of trust administration.
* Advanced knowledge of trust investment portfolio strategies.
* Prior experience with investment management accounts and/or retail brokerage accounts
* Demonstrated ability to cross-sell and explain all Bank products and services with confidence and authority.
* Advanced knowledge of financial products and services, including, but not limited to consumer and commercial banking products and services, trust, retail brokerage and investments, insurance, etc.
* Ability to supervise trust officers and retail brokerage licensed investment advisors.
* Ability to read, analyze and interpret general business periodicals, professional journals, and technical procedures.
* Excellent organizational and time management skills.
* Intermediate computer skills including Microsoft Office.
* Intermediate typing skills to meet production needs of the position.
* Intermediate math skills; ability to calculate interest, commissions, proportions, and percentages; balance accounts; add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals; locate routine mathematical errors; compute rate, ratio and percent, including the drafting and interpretation of bar graphs.
* Exceptional verbal, written and interpersonal communication skills with the ability to apply common sense to carry out instructions and instruct others, train personnel, write reports, correspondence and procedures, speak clearly to customers and employees.
* Ability to deal with complex problems involving multiple facets and variables in non-standardized situations.

Ability to work with minimal or no supervision while performing duties.

**Education, Training and Experience:**

* Bachelor’s degree (BA) in business, finance, accounting or related field.
* At least ten years of related experience, should consist of an in-depth background in trust administration and client portfolio management.

Updated:August 2021