

Role Description: Registered Sales Assistant



Purpose of the Role:

Cognitive (Training, Experience Education, Certification)

- ☐ Licensed & Registered to the meet Firm Requirements
- ☐ Exceptional People Skills & able to build relationships
- ☐ Able to manage multiple clients and their requests, which requires effective time management. Prioritizing tasks and ensuring timely responses is important. A good understanding of the products or services being offered is crucial. This enables the representative to provide accurate information and address client queries effectively.
- ☐ The ability to adapt to new technologies, processes, or changes in policies is crucial in a client service role. This helps in keeping up with evolving client needs.
- ☐ Clear and effective communication is essential. This includes active listening, articulating ideas clearly, and being able to adapt communication style to suit the client's preferences.
- ☐ A detailed client service representative should be able to analyze complex situations, identify issues, and find solutions efficiently.

Affective (Values, Beliefs, and Motivations)

- ☐ Have ability to keep a long-term focus.
- ☐ Dealing with clients can sometimes be challenging, especially if they are frustrated or upset. Having patience and empathy helps in understanding their concerns and providing appropriate support.
- ☐ Maintaining a professional demeanor, even in difficult situations, is important. This includes being courteous, respectful, and maintaining confidentiality.
- ☐ Upholding ethical standards and maintaining integrity is vital in building trust with clients.
- ☐ Dealing with challenging clients or situations can be demanding. Resilience helps in bouncing back from setbacks and maintaining a positive attitude.
- ☐ Being open to learning about new products, services, and industry trends is important for providing up-to-date and relevant information to clients. (Also, cognitive.)
- ☐ Often, client service representatives work as part of a team. Being able to collaborate effectively with colleagues to provide comprehensive support is essential. (Also conative)

Duties

- ☐ Utilize your knowledge of our products and various systems to research and resolve questions or account issues for our clients.
- ☐ Resolve client complaints, inquiries, and discrepancies.
- ☐ Provide any needed administrative and clerical support to Heartland Advisors and Management, including documentation, mailings, creating and maintaining client files, mass mailings, expenses.
- ☐ Trading

Conative

- ☐ Attention to detail. This is one of the most crucial qualities. A detailed client service representative should be meticulous and thorough when handling client requests, ensuring that all information is accurate and complete.