APPENDIX ONE:
Job Description

CRAIGS®
INVESTMENT PARTNERS

POSITION TITLE:	Client Onboarding Administrator
LOCATION:	Head Office, Tauranga
REPORTS TO:	Onboarding Manager

At Craigs (CIP) we are focused on helping our clients to achieve their financial goals and grow their wealth. We believe that where a client's financial future is concerned, our people are fundamental to achieving this. Our collective skills, knowledge and commitment means that we can provide the best possible outcomes for our clients.

This role is primarily tasked with ensuring client accounts are opened within the agreed Service Level Agreement (SLA) timeframes and maintained in accordance with regulatory and legislative requirements and in line with Craigs Investment Partners (CIP) procedures and policies.

The position requires strong organisational, administration and communication skills (both written and verbal) and a high level of accuracy and attention to detail.

WHAT I DO

- Receive and review completed Client Agreements and supporting documentation;
- Input data from the Client Agreement into the Client Record Management (CRM) system;
- Communicate any omissions, errors, or clarification requirements to Advisers / Private Wealth Assistants so they can correct or obtain the necessary information;
- Submit new accounts to the Operations Assurance team for approval.
- Open and close CIP Cash Management accounts on behalf of new and existing CIP clients
- As required, maintain changes to the static data of existing client records in the CRM system;
- Ensure that a consistent and high standard of data integrity is maintained in CRM
- Implement change, driven by changes to regulatory or legislative requirements and/or enhancements to the client information capture process.

GENERAL DUTIES AND RESPONSIBILITIES

- Operate within the parameters of the NZX rules and regulations, relevant legislation and CIP procedures and policies.
- Maintain a high level of competence with Craigs Investment Partners' systems.
- Follow company policy and process to ensure client information is protected against loss, unauthorised access, use, modification of disclosure.
- Maintain the core competencies as set down by the firm from time to time.
- Complete all Company educational requirements as required for the role as set by the Company.
- At all times follow Company prescribed administrative processes and policies, including use of supporting systems.
- Act professionally, ethically and work co-operatively and constructively within the framework of the company structure.
- At all times act with integrity and treat clients fairly and respectfully.
- Any other tasks as requested by management.

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WHAT I VALUE

At Craigs, we pride ourselves on creating an environment where our people feel they belong and can bring their best self to work and feel valued. We grow as a team and with our clients and are always looking to support our communities – both internal and external. Our values build the foundation of how we work and how we provide great outcomes for our people and clients.

WHAT I BRING

Qualifications	• Tertiary qualification in a finance or business (desirable)
Knowledge/Experience	• Administration experience 3+ years (desirable) • Financial services experience (desirable) • AML/CFT knowledge and experience (desirable) • Strong focus on delivering a high level of customer service (preferred)
Key Skills and Attributes	• Excellent time management and organisational skills • Excellent communication skills (both written and verbal) with the ability to communicate in a professional manner with both internal and external clients • High level of accuracy and attention to detail • Intermediate Microsoft Office user (Word, Excel and PowerPoint) • Self-starter with the ability to show initiative • Excellent interpersonal skills

NZX RULES REFERENCED WITH LEGISLATION AND POLICY

The NZX Participant Rules can be found electronically at the following address -

https://www.nzx.com/regulation/participant-rules

CIP policies can be found on the Staff Intranet.