



QUALITY INVESTING

SENIOR TRUST ADMINISTRATOR

POSITION DESCRIPTION

Team: Trust Administration	Status: Exempt
Reports To: Director of Trust Administration	Date: April 2022

You are an experienced trust administrator, and you are looking for your next role and a new company. You take pride in doing a quality job and behaving with integrity at every turn, and you want to work for and with people who share your values. You are tenacious, detail-oriented, and customer service-focused, and you love being part of a close-knit team. It's important to you to take on a new challenge, hence your interest in this "Senior" Trust position; at the same time, you know that a key element of the job remains the same: supporting clients and supporting colleagues on the Trust Team.

SUMMARY

The Trust Team at The Haverford Trust Company is responsible for the daily administration and maintenance of the company's fiduciary account business, which directly manages client trust and estate accounts.

The Senior Trust Administrator reports to and partners closely with the Director of Trust Administration and works within a tight-knit team, including the VP, Chief Financial Officer & Trust Executive, Trust Administrator, other Senior Trust Administrators, the Fiduciary Trust Accountant, Senior Trust Officer, Trust Counsel, and VP, Trust & Estate Administration.

The primary responsibilities of the Senior Trust Administrator are to work with and provide direct support to the Director of Trust Administration in managing their portfolio of trust relationships.

ABOUT HAVERFORD TRUST

The Haverford Trust Company was founded in 1979, and our commitment to quality remains the cornerstone of our success. The Haverford Quality Investing® philosophy is supported by the expertise and integrity of our people, not to mention the reputation and track record of our company. As of December 31, 2021, we had \$14.0B in assets under management or consultation.

Haverford Trust has experienced significant growth in recent years, and our commitment to strong company culture has never wavered. With a company-wide Monday Morning Meeting to kick off the week, informal breakfasts with the President and CEO, and an annual charity run,

Haverford has a powerful and unique culture. We have hired 35 team members since the pandemic began, and we stand to hire plenty more in 2022. Meet our team, and you quickly see that every person exhibits Haverford's core values of quality, integrity, respect, and discipline. Unquestionably, our team is our greatest asset.

We invite you to learn more about our approach, our beliefs, and our commitment to Quality Investing at www.HaverfordQuality.com and [our LinkedIn page](#).

REQUIREMENTS

- Normal business hours are Monday thru Friday 8:30AM – 5:30PM EST.
- Hybrid work schedule with set days to work from home and in the office in Radnor, PA.
- Periodically, local travel and the need to work additional hours are needed to meet work expectations; we endeavor to provide as much notice as possible in these instances.
- Candidates must be fully vaccinated, provide proof of status (a completed COVID-19 vaccination card), and comply with Haverford's Pandemic Policy and Procedures.

POSITION RESPONSIBILITIES

Key responsibilities include, but are not limited to, the following:

- Relationship Support
 - Provide departmental support to the Directors of Trust Administration, Senior Trust Officers, or Trust Officers in the management of trust relationships. Proactively anticipate and assess their needs.
 - Support the new account opening process; review trust agreements for proper coding and opening of new accounts.
 - Coordinate receipt of new account assets, manage with transferring institution, ensure proper lots, tax basis and acquisition dates are input into HTC's systems.
 - Support the account termination processes; prepare Schedules of Distribution, assist with preparation of receipt and release/family settlement agreements, mail to interested parties and track to completion.
 - Assist with estate settlement work.
 - Assist with management of Trust owned Real Estate and Trust owned Life Insurance.
 - Assist with miscellaneous daily tasks including but not limited to trust contributions, distributions, discretionary requests, managing overdrafts, etc. as needed within the Trust team.
 - Provide administrative support to Trust Officer to address any administrative tasks.
- Relationship Management
 - Coordinate daily administrative tasks with the Trust Administrator.
 - Collaborate and cooperate with other Haverford Team members, such as Portfolio Managers, Investment Officers, Operations Specialists, Tax Specialists,

Banking and Accounting personnel as needed in the overall management of the firm's fiduciary accounts.

- Demonstrate proficiencies in the management of fiduciary accounts and be recognized as proficient within Haverford and with our Trust clients.

QUALIFICATIONS

Education / Experience

- BA or BS in finance or related field.
- Minimum 5+ years' experience in trust administration preferred.
- Estate settlement experience preferred.
- CTFA certification preferred.

Skills / Abilities

- Teamwork
 - Collaborate effectively within own highly interactive team to achieve goals.
 - Cross-train to support team members; serve as a reliable back-up.
 - Work productively in cross-functional endeavors to execute tasks.
- Communication
 - Exceptional verbal skills and client relationship skills with an emphasis on five-star, value-added service.
 - Excellent written communication skills, including precise editing.
 - Strong, persuasive presentation and public speaking skills.
- Work Management and Product
 - Dedication to quality and excellence.
 - Ability to build trusting, long-term relationships with business partners.
 - Finesse to identify/define needs while managing stakeholder expectations.
 - Strong analytical and problem-solving skills; creative and innovative solutions.
 - Excellent organizational skills; capacity to effectively handle difficult requests.
 - Superior attention to detail, including accuracy in compiling data and materials.
 - Excellent time management skills; proven ability to act promptly and meet deadlines.
- Technical
 - Proficiency with Microsoft Office Suite or related software.
 - Ability to quickly learn new technologies and marketing software programs.

Work Values

- Model the firm's values of Quality, Integrity, Respect, and Discipline.
- Always demonstrate ethical decision-making; escalate issues appropriately, consider reliability and credibility of facts, consider future consequences of decisions for the firm, and remain willing to make, support, and be held accountable for decisions.

The Haverford Trust Company shall, in its discretion, modify or adjust the position to meet the company's changing needs. Additionally, this job description is not a contract and may be adjusted as deemed appropriate in Haverford's sole discretion.

All team members of Haverford are required to comply with internal procedures as well as applicable federal, state, and self-regulatory organizations including, but not limited to, the Bank Secrecy Act of 1970 and the USA PATRIOT Act.

The Haverford Trust Company is an equal opportunity employer. The Company is committed to providing equal employment opportunity to all applicants. All applicants for employment will be provided equal and fair opportunity without regard to race, color, creed, religion, ancestry, national origin, sex, sexual orientation, age, citizenship, disability, medical condition, marital status, status as a veteran or special disabled veteran, or any other characteristic protected by law.

This position may be subject to Haverford's Political Contribution Policy. An offer of employment may be contingent upon disclosing to Haverford the details of certain political contributions. Haverford may decline to extend an offer or terminate employment for this role if it determines political contributions made could have an adverse impact on Haverford's current or future business interests, misrepresentations were made, or for failure to fully disclose applicable political contributions and or fundraising activities.