



## **JOB DESCRIPTION**

**DATE:** April 2026

**POSITION:** Investment Operations and Client Service Associate

**REPORTS TO:** Corporate Controller

### **SUMMARY:**

This cross-functional role supports investment operations, client service, and finance activities within a collaborative wealth and asset management environment. The position is responsible for portfolio accounting support, client onboarding and reporting, fee administration, and accounts payable, while promoting operational efficiency, strong internal controls, and delivering exceptional client experience.

### **ACCOUNTABILITIES:**

#### Investment Accounting and Operations Activities

Provide backup support for daily operations team, to ensure a strong internal control environment and adherence to policies and procedures, including:

- Review of security pricing in accordance with established policies and confirm appropriate application of fair value determinations made by the Pricing Committee.
- Perform position and cost basis reconciliations.
- Provide post-trade operational support.
- Generate, review, and distribute evening reports for mutual funds and separately managed accounts.
- Document and maintain desktop procedures supporting critical functions.

#### Client Reporting

- Prepare and distribute accurate quarterly client statements, including performance, investment summaries, realized gain/loss reporting, and strategy-specific commentary.
- Design and produce routine and ad hoc reports for internal and external stakeholders.

#### Client Fee Billing

- Manage separately managed account fees, including billing, accruals, collections, and receivable reconciliation.

#### Client Service/Onboarding

- Partner with front-office facing team members to manage client onboarding, ensuring the coordination and acceptance procedures are completed in a timely, efficient, and client-focused manner.
- Oversee processing of new accounts, account maintenance, and account closures across internal systems, third-party custodians and the Heartland Funds' transfer agent.
- Serve as an operations liaison to clients, authorized agents, and third-party service providers, resolving technical and escalated service matters in a client experience focused and compliant manner.
- Identify opportunities for process improvement with a focus on enhancing the client experience.

#### Finance Activities

- Partner with the Corporate Controller to maintain accounts payable records, including processing hard dollar invoices, supporting soft dollar arrangements, and reviewing mutual fund expenses, ensuring accuracy and timely processing.
- Assist with processing firm wide expense reimbursements.
- Maintain and track fixed assets, including recording additions, disposals, and updates to asset schedules.



## HEARTLAND ADVISORS

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- Support Corporate Controller with additional financial and accounting activities, as needed.

### Office Management:

- Provide backup support for office management functions, including call routing, office supply management, kitchen stocking, and mail distribution.

Special projects and other duties, as assigned.

### **REQUIREMENTS**

- Bachelor's degree in finance, accounting, business administration, or a related field.
- 2-3 years of experience in investment operations, wealth management, fund administration, or a related financial services environment preferred
- FINRA Series 65 license required (must be completed within 6 months of hire)
- Experience supporting investment operations, portfolio accounting, or client service within an investment advisor, asset manager or wealth management firm preferred
- Exposure to accounts payable, basic accounting or month-end close activities, preferred
- Advanced proficiency in Microsoft Excel, working knowledge of Microsoft Word and PowerPoint
- Strong attention to detail and analytical skills
- Demonstrated problem-solving abilities with strong verbal and written communication skills
- Ability to work independently and adapt to changing priorities in a fast-paced deadline-driven environment
- Self-motivated with a strong work ethic and commitment to continuous improvement.