



---

1251 Waterfront Place, Suite 510

Pittsburgh, PA 15222

1-800-693-7800

www.macg.com

---

#### DESCRIPTION:

### Job Posting: Account Administrator / Service Representative

---

#### DATE:

December, 2015

---

#### JOB TITLE:

The position of Account Administrator is an integral part of the client interface. This position will concentrate on representing the various custodial product lines offered by Mid Atlantic Trust Company, a subsidiary of Mid Atlantic Capital Group, Inc. to its targeted user base, primarily made up of daily valued retirement record keepers. Position requires day to day contact with the clients. It can be demanding and fast paced.

#### WHY JOIN US:

We at Mid Atlantic are dedicated to helping our business partners provide first-class service to their clientele. You will find us committed to teamwork, innovation, and reliability. As our custody, brokerage, trade processing and advisory businesses surpass the \$60 billion mark in account assets, we know that this commitment is working — for us and for those who rely upon us. We pride ourselves on meeting the most challenging demands of leading institutions, financial advisors and their clients.

Mid Atlantic Trust Company and its affiliated companies serve more than 60,000 retirement plans and trust accounts, representing approximately 9% of all U.S. 401(k) plans. Mid Atlantic Trust Company offers open-architecture access to mutual funds, ETFs, collective funds, managed models, unitized funds and brokerage accounts along with a suite of tools to help plan professionals attract and retain business through a network of over 75 record-keeper partners.

The Mid Atlantic group of companies prides itself on the culture it has created. We value the relationships we build with our client base and believe that we are here to serve them beyond their expectations. We back this statement up with continuously gauging our clients' satisfaction through surveys and are pleased to report that for 5 years straight, we continue to receive the highest grades possible in our customer delivery, product innovation, technology, and support. But the culture goes beyond what the client experiences. Management is continuously working on making sure that employees enjoy what they are doing, feel appreciated, and have the opportunity to grow and contribute.

Mid Atlantic expects all employees to work hard so as to keep up with our aggressive growth pattern. Since 2004, Mid Atlantic Trust Company has grown from servicing a couple hundred retirement plans to over 60,000 today! With this growth, comes the responsibility to be able to balance a heavy work load while delivering platinum service.

#### WHAT WE ARE LOOKING FOR:

The ideal candidate will possess at a minimum the following traits and skills:

- The ability to manage multiple tasks simultaneously and serve as point day-to-day contact for your assigned book of business
- Experience in serving the retirement industry through record keeping, administration, custody, or equivalent services
- Represent the company and its services professionally and with polish
- Be considered by your co-workers and clients as an industry asset
- Act in a consultative fashion
- Understand the complexities of daily record keeping and how custodial services interact with record keeping systems
- Work with other team members in solving complex customer requests

## Mid Atlantic Capital Group

---

- Be an active participant when on-boarding new clients
- Work with fund companies to get accounts established quickly
- Review and monitor client paperwork
- Address trading communication issues
- Offer creative ways to address needs
- Day to day contact with various clients, but primarily record-keepers
- Ability to conduct web based demos
- Understand regulatory and compliance issues related to client on-boarding
- Reconcile accounts so we meet our statement deliverables
- There may be some limited travel involved
- Ability to work as a team to get all jobs completed on schedule

### THE IMPACT YOU WILL HAVE:

Through hard work and dedication, this position can result in a long term career.

### COMPENSATION:

Compensation will be comprised of a base salary and monthly bonus program as well as a benefit package that includes health, dental, life, vision, paid vacation and personal time off, and 401(k) match.

### TO LEARN MORE:

Please visit [www.macg.com](http://www.macg.com) to learn more about Mid Atlantic Capital Group, Inc. If interested in this position, please apply to [jobs@macg.com](mailto:jobs@macg.com). Further questions about this position are also welcomed and will be responded to in a timely manner. Please be sure to provide us with all your current contact information. We look forward to hearing from you!