♦ **Approved TDA Affinity Partner** ♦ **NAPFA's Members Only Benefit Provider**

Advisors Job Functions List

Helping Advisors Manage Their Business and Serve Their Clients

The most important thing you should do before (or directly after) you hire **Total Office, Inc** is to decide what you need help with. To help you decide what tasks you may want to hand off we've provided a **sample list** of tasks that we can help you with.

1. Review the list and cross off those tasks that don't apply to your office; add ones that are missing from the sample list.
2. Decide what you don't want to do, have time to do or know how to do. These are the functions you should consider outsourcing to **Total Office, Inc.**

Sample of Advisor Support Tasks

- Onboarding new clients
- Handle client service issues and communication needs
- Complete & process account applications, IRA's, transfer of assets, account updates and other account tasks.
- Calculate & track distribution of RMDs, including setup of systematic payments.
- Follow-up & troubleshoot account opening and change related issues.
- Process cashiering and other money movement requests.
- Process Alternative Investments.
- Check account balances for clients recurring withdrawals
- Prepare Insurance and Annuity forms
- Client billing, invoicing and fee submissions
- Meeting Prep: create agenda, gather, run & upload documents and reports, setup web or conference call, create action items for advisor.
- Post meeting wrap-up: transcribe notes | create CRM tasks from notes | follow-ups
- Download | print | mail or upload portfolio reports.
- Update | spreadsheets Custodian accounts updated.
- Run reports, quarter end activities, and other activities in eMoney, Orion, Black Diamond, Morningstar & etc.
- Setup and maintain CRM and client portals
- Scan/upload files to portal and client vaults.
- Assist clients with client portal setup and troubleshooting.
- Assist clients with password resets or linking account feeds
- Reviewing client files for required compliance items.
- Annual review of accounts for missing beneficiary designations, client updates including working with clients to update.
- Reviewing accounts for missing money movement authorizations, or third-party authorizations.
- Break-a-way Advisor Transition Support.
- Set up workflows and processes.
- Best practice feedback on processes, software & systems.
- Marketing Support
- Special projects: ____________________
- Other: ______________________________

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