



# GREENSPRING ADVISORS

Corporate Retirement | Wealth Management

## Position Description: Administrative Associate/Receptionist

Location	Towson, Maryland
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Purpose and Responsibilities	<p>At Greenspring, our Core Purpose is to “improve lives by helping people make better decisions for themselves and those who depend on them” and we are looking for talented people who share this passion. Working at Greenspring gives you the ability to:</p> <ul style="list-style-type: none"><li>• Own Your Future with defined career paths and tools, coaching and support to help you create the future you want</li><li>• Be Part of a Great Culture where you’ll be a part of a team of people who are committed to each other’s success</li><li>• Make a Lasting Impact on the lives of our clients and through the camaraderie of working for a common goal with your peers</li></ul> <p>The Administrative Associate manages all aspects of client reception: greeting and directing clients and other visitors; screening and routing phone calls in a courteous, professional, and friendly manner. Performs a variety of clerical duties including handling mail correspondence; printing and binding client presentations; scanning and archiving files; capturing meeting notes; scheduling appointments and meetings; managing and operating office equipment and supplies; preparing the office for client meetings; assist with projects and client events as needed. <b>This role is critical to setting and maintaining high service standards for the firm, creating positive client experiences, and for fostering a culture of teamwork and collaboration.</b></p>
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### Core Position Competencies

Focusing on the Client	Shows empathy, concern, and genuineness in all client interactions. Ensures that the clients’ needs are met, and service expectations are exceeded. Reaches out to be helpful in a timely and responsive manner. Strives to satisfy one’s external and internal customers. Understands the importance of getting it right the first time by completing all tasks in a timely, accurate and efficient manner.
Communicating and Collaborating	Speaks and writes clearly and effectively. Listens and asks questions to ensure understanding. Tailors communication style and message to the purpose and audience. Values and respects the opinions of others and seeks input from co-workers. Resolves conflicts or disagreements in a

	respectful, professional manner. Establishes a positive, inclusive atmosphere that reinforces collaboration and teamwork, whether with peers, or superiors. Supports an atmosphere that reinforces collaboration and teamwork. Is viewed as approachable by team members and is willing to share knowledge with others. Is flexible, open, and receptive to new ideas and approaches.
Planning and Organizing	Prioritizes time well and handles multiple demands and competing priorities. Adapts to changing priorities, situations, and demands. Engages in problem-solving; suggests ways to improve performance and be more efficient. Proactively communicates with co-workers, while balancing the need to seek input and information with the need to make a decision. Manages time effectively and accomplishes all tasks and responsibilities in a timely and accurate fashion. Pays close attention to detail.
Exhibiting Motivation and Commitment	Shows initiative, anticipates needs and takes action. Demonstrates accountability in all work responsibilities. Exercises sound and ethical judgment when acting on behalf of the firm. Exercises confidentiality in all aspects. Shows commitment to work and to consequences of own actions. Strives to achieve individual, departmental, and firm-wide goals. Seeks and acts upon performance feedback.

### Job Requirements

Industry/Business Experience	Minimum 1-3 years in professional business setting and/or financial industry setting
Education	College degree or comparable experience
Skills and Knowledge	<ul style="list-style-type: none"> <li>• Focus on client needs and customer service</li> <li>• Detail-oriented</li> <li>• Knowledge of financial industry a plus</li> <li>• Exceptional organizational skills with a proven ability to multi-task and manage multiple projects</li> <li>• A team player with good interpersonal skills and the ability to work collaboratively across departments</li> <li>• Excellent oral and written communication</li> <li>• Demonstrated problem-solving abilities and quick thinker</li> <li>• Ability to excel in a fast-paced, changing environment</li> <li>• A self-starter who is assertive, independent, and proactive</li> <li>• Experience with Microsoft Office applications; comfortable learning and navigating new technology and software applications. Salesforce experience is a plus</li> </ul>
Requirements/Additional Information	<p>Due to the client-facing nature of this role, the Candidate:</p> <ul style="list-style-type: none"> <li>• Must be fully vaccinated and provide proof of vaccination status</li> <li>• Will be ineligible for remote working unless management approval is granted</li> </ul>
How to apply	Send your resume to <a href="mailto:careers@greenspringadvisors.com">careers@greenspringadvisors.com</a>

## Firm Profile

Our founding partners came up with the idea for Greenspring in 2002 while working for two of the world's largest brokerage firms. Thrust into a fast-paced and competitive sales culture with little more than a phone book, a desk and a phone, it quickly became clear that "clients" took a backseat to "commissions". But they had a different vision of what they wanted their careers to look like and how they wanted to work with clients. So, in 2004 they started out on their own with a handful of clients who believed in them and a different vision for the future where we existed to serve them and not the other way around. From the beginning, we left behind the lack of transparency and conflicts of interest that made it so difficult to serve our clients in the best way possible and fully embraced a fiduciary duty to clients, placing their interests before our own. We always believed that if we worked hard, aligned our interests with our clients and did the right thing for them, kept our promises, gave back to the community, and hired great people the rest would take care of itself. Over 15 years later we have been incredibly fortunate to work with great clients, build an awesome team and give back hundreds of thousands of dollars to the communities in which we live and work through our Greenspring Charitable Fund and Greenspring Grant Program. At Greenspring, we have much to be grateful for and while a lot has changed since the beginning, one thing has remained constant – our clients come first.

Greenspring is consistently ranked as one of the country's leading independent advisory firms. We look to hire talented individuals with leadership potential, integrity, a sharp analytical mind, creativity, and the ability to work interdependently with others. We offer a competitive compensation package including:

- Health, Dental and Vision Insurance Offered
- Health Savings Accounts
- 401(k) Plan with employer match and discretionary profit-sharing contributions
- Paid Leave & Vacation Allowance + Volunteer PTO
- Paid Short-Term and Long-Term Disability Insurance
- Paid Group Life Insurance
- Annual professional development stipend for continuing education, courses, conference attendance, etc.
- Stand-up desks, dual computer monitors, monthly social events, and volunteer hours
- Cellphone reimbursement
- Paid parking in our adjoining garage

Greenspring is an Equal Opportunity Employer. It is the policy of the Company to provide equal opportunity for all employees and applicants for employment without regard to race, color, creed, religion, gender, sexual orientation, national origin, age, marital status, mental or physical disability, pregnancy, military or veteran status, or any other basis prohibited by state or federal law. This policy also prohibits employees from harassing any other employees for any reason including, but not limited to, race, religion, sex, national origin, age, or disabled status.