



Operations Specialist

Department: Operations

Location: 20 Allen Ave., Ste. 300, St. Louis, Missouri 63119

Reports To: Operations Manager / Director

About Confluence

Confluence Investment Management is an independent RIA located in St. Louis, Missouri. Our firm provides professional portfolio management and advisory services to institutional and individual clients. We are seeking a highly motivated and detail-oriented Operations Specialist to join our dynamic team. In this role, you will play a key part in supporting the daily operational functions of the firm, ensuring efficiency and accuracy in all processes.

Position Overview

The Operations Specialist will be responsible for ensuring the execution of operational activities within the firm. You will work closely with various teams to support daily operations, improve processes, and maintain high levels of accuracy in transactions and reports. This role requires strong attention to detail and excellent problem-solving skills.

Key Responsibilities

- **Operational Support & Client Service:** Assist in daily operational tasks, including transaction processing, reporting, addressing client requests, and ensuring accurate and timely execution to provide exceptional service.
- **Data Management & Reporting:** Ensure the integrity of financial data through reconciliation, validation, and report generation, providing portfolio management teams with detailed insights into product analysis.
- **Reporting & Analysis:** Prepare, distribute, and analyze reports, ensuring accuracy and clarity for internal and external stakeholders while identifying any discrepancies or outliers in account data.
- **Cross-Department Collaboration:** Work closely with internal teams (trading, compliance, sales) and external stakeholders (advisors, custodians) to resolve issues and maintain smooth operations.
- **System & Document Management:** Utilize internal systems to track and manage operational processes, ensuring proper documentation, compliance with regulatory procedures, and timely resolution of system-related issues.
- **Process Improvement:** Proactively identify inefficiencies and recommend improvements to enhance operational efficiency, minimize risk, and enhance productivity across processes.
- **Compliance & Quality Service:** Ensure adherence to regulatory requirements and company policies in all processes while maintaining a high level of professionalism in all interactions.



Preferred Qualifications

- **Education:** Bachelor's degree in Finance, Accounting, Business Administration, or related field
- **Experience:** 1-3 years of experience in an operational role
- **Skills:**
 - Proficiency in Microsoft Office Suite (Excel, Word, PowerPoint)
 - Excellent analytical and problem-solving skills
 - Strong attention to detail with the ability to manage multiple tasks and deadlines
 - Strong verbal and written communication skills
 - Strong understanding of financial products and services
 - Familiarity with automation tools, SQL, or data analytics software is beneficial
- **Knowledge of Regulations:** Familiarity with industry regulations (e.g., SEC, FINRA, MiFID) is advantageous.

Key Competencies

- **Analytical Thinking:** Ability to analyze data, identify trends, and make recommendations.
- **Problem Solving:** Strong problem-solving skills with a proactive approach to resolving operational issues.
- **Team Collaboration:** Ability to work effectively in a team environment and collaborate across departments.
- **Time Management:** Ability to manage competing priorities and meet deadlines in a fast-paced environment.
- **Attention to Detail:** High degree of accuracy and attention to detail in all aspects of work.

How to Apply

Please submit your resume and cover letter to Alyssa Reid, Director of Operations:
AReid@ConfluenceIM.com