



Hershey Trust Company Position Description

Position: Investment Operations Assistant
Date: April 12, 2024
Reports To: Vice President, Investment Operations & Portfolio Analytics

The Hershey Trust Company (“HTC”) helps to advance the legacy and vision of Milton and Catherine Hershey in perpetuity through excellence in asset management and trust administration. HTC’s mission is to enable the Milton Hershey School Trust, The M.S. Hershey Foundation and the Hershey Cemetery Perpetual Care Trust to achieve their long-term goals, by serving with excellence as their Trustee and asset manager. As a trusted and valued partner, we work collaboratively among the group of Hershey entities who collectively preserve and advance the Hershey legacy.

General Position Summary

The Investment Operations Assistant position will provide administrative support to the Vice President, Investment Operations & Portfolio Analytics and the Investment Operations team. This position plays a critical role in the day-to-day responsibilities of investment operations to include monitoring accounts and investment allocations, managing and maintaining systems and assisting with maintaining data for compliance purposes. This position will be responsible for creating reports and coordinating all investment related communication as well as coordinating activities related to investment manager relations. The individual may be asked to handle confidential and critical information. The ideal candidate will demonstrate qualities of being a self-starter and someone that enjoys a wide range of activities and assignments.

Principal Accountabilities

- Coordination of all investment related communication, data and documentation.
- Manages all aspects of the department shared inbox. Retrieves, saves and forwards to the appropriate team member all investment communication from the shared inbox.
- Proactively checks investment manager web portals according to a prescribed schedule to retrieve, save and forward investment communications.
- Follows up on letters and phone calls, making sure appropriate parties follow through. Responds to issues, resolves problems, or directs individuals to appropriate parties.
- Obtains and prepares all administrative forms and documentation requirements associated with the investment and cash management programs.
- Maintains up-to-date listing all of investment manager contact information, web portal information and upcoming meetings. Follows-up with investment managers to obtain materials from all meetings not attended by department staff.
- Assists with the collection of information for annual audits. Drafts investment confirmation letters sent to managers and proactively follows up with managers to ensure all confirmation are completed in their entirety and returned in a timely manner.



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- Performance of diversified administrative work in support of the department.
- Compiles, analyzes and summarizes data to prepare reports.
- Coordinates work or provides direction and/or guidance to others.
- Responds to correspondence not requiring supervisor's attention.
- Monitors budget for department. Researches and resolves any discrepancies identified in the reconciliation of actual versus budgeted expenses.
- Coordinates with the Legal department and others to obtain required documentation.
- Answers phones for others within department and follows up on requests if able.
- Interfaces with Information Systems to solve computer problems that arise within the department. Coordinate computer/phone set-up for new team members.
- Preparation and dissemination of investment-related reports.
- Composes correspondence for supervisor and department staff. Follows-up on correspondence to ensure that requested items are attended to in a timely manner.
- Prepares presentations, handouts, and meeting packages utilizing various software packages.
- Supervision of minor department expenses.
- Maintains and orders supplies.
- Monitors and processes investment-related invoices and ensures that expenses are allocated to the appropriate accounts.
- Maintenance of department files.
- Maintain, organize and digitize all files within the department.
- Creates and sets up electronic filing systems for department.
- Coordination of Supervisor's schedule and coordinates meetings as requested.

Minimum Qualifications:

All employees are expected to demonstrate our Core Values of **Teamwork, Integrity, Respect, Impact** through their words and their actions. In addition, this role requires a broad base of business knowledge and subject matter expertise, typically acquired through a combination of education, certification, and prior work experience, as follows:

Education and Experience:

- High School Diploma required; Associate's degree preferred.
- Minimum 3 years of administrative experience preferably in financial or investment operations.

Certifications/Designations:

- Certified Administrative Professional (CAP) certification encouraged.

Work Location

- This is a hybrid position with the expectation of being in the office in Hershey, PA two or more days per week (Tuesday, Wednesday, Thursday).



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Knowledge, Abilities, and Skills:

- Must be motivated by and value the important mission of Milton Hershey School, The M.S. Hershey Foundation and Hershey Cemetery, and contribute to the success of their missions.
- Unquestioned personal and professional integrity, ethics, and reputation with a high level of emotional intelligence, cultural sensitivity, and flexibility as well as a strong commitment to excellence and service.
- Experience working with Board of Directors and assisting with the preparation of Board and Committee materials.
- Proven ability to handle confidential information in a discrete and professional manner.
- Detail oriented, with a focus on accuracy and timeliness.
- Strong writing skills.
- Excellent interpersonal and communication skills.
- Ability to work independently with minimal supervision and as a member of a team.
- Ability to handle competing deadlines.
- Ability to assist with tracking project timelines.
- Proven ability to work collaboratively with diverse groups (internal and external) and establish ongoing relationships.
- Must enjoy working with numbers and problem solving (follow-up).
- Proficiency in Microsoft Office suite.

FLSA Classification: Non-Exempt

HTC Classification: Full-time

Hershey Trust Company is an equal opportunity employer. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.