JOHN G. ULLMAN & ASSOCIATES, INC.

COMPREHENSIVE FINANCIAL MANAGEMENT SERVICES

JOB DESCRIPTION

Position Title:	Director of Relationship Development
Department:	Relationship Development
FLSA Class:	Exempt-Administrative
Job Type:	Full Time
Standard Week:	40+ Hours per Week
Report To:	Chief Executive Officer (on an interim basis)

Job Summary: The Director of Relationship Development will be responsible for planning, coordinating, and the execution of a comprehensive relationship development plan designed to meet the Firm's goals and objectives focused on client acquisition and revenue growth. Working in conjunction with the Executive Management Team, the Advisors and the Marketing team, the Director will develop sales initiatives and techniques needed to support new relationship development, including identifying and developing market segmentations, marketing channels and partnerships with Centers of Influence.

The Director will be responsible for managing and overseeing the Firm's relationship development process. Working in conjunction with the Executive Management Team, the Relationship Development Team, the Advisors, and the Marketing Team; the Director will be responsible for ensuring that the relationship development process promotes the Firm's commitment to ethics and values at the highest levels, our commitment to our fiduciary duty in fulfilling our obligation to act in the best interest of our clients, our competitive position as a leader in the industry, and the value proposition provided by our services and capabilities.

The Director will manage and oversee the activities of the Relationship Development Team to ensure that the Team's approach is consistent with the Firm's ethics and values, that their activities are aligned with the Firm's sales metrics, and that they are able to meet the Firm's new business development goals, which are focused on client acquisition and revenue growth. The Director will be responsible for reviewing and monitoring all lead generation activities to ensure that the Team is using a relationship-based approach that involves developing ongoing, meaningful relationships with individuals and external business partners. The Director will monitor and review the new leads generated and as needed will assign leads provided by the Firm to each Relationship Developer. In addition, the Director will be responsible for personally contributing to the relationship development activities by creating networks and generating new leads.

Job Duties

Manage Relationship Development Activities:

- Work in conjunction with the Executive Management Team to establish new business development goals and objectives each fiscal year.
- Develop a comprehensive relationship development plan to achieve the new business development goals and objectives.
- Manage and oversee the Firm's relationship development process, promoting the Firm's commitment to ethics and values, our Fiduciary Duty, our competitive position as a leader in the industry, and the value proposition provided by our services and capabilities.
- Lead and manage the activities of the Relationship Development Team. Communicate annual goals and objectives, coordinate the creation of business development plans, monitor the new lead generation activities, and assign leads generated by the Advisors and/or the Marketing Team.

- Assist the members of the Relationship Development Team as they prepare to refer leads to the Advisors, as needed.
- Review and evaluate the results of the Relationship Development Team's activities. Evaluate the ability of the Relationship Developer to achieve and/or exceed the Firm's Sales Metrics. Based on the goals and objectives, evaluate each Relationship Developer to determine if they were able to achieve and/or exceed their individual new business development goals.

Relationship Development Activities:

- The Director will personally participate in lead generation by establishing and utilizing personal networks and referral sources.
- Meet with prospective clients to build meaningful relationships designed to acquire them as clients for the Firm.
- Work in conjunction with the Executive Vice President/Chief Operating Officer or his designee to identify opportunities to refer leads to an Advisor.

Recruiting, Training and Staff Retention:

- Work in conjunction with the Executive Management team to review the staffing needs for the Relationship Development Team on an ongoing basis.
- Work in conjunction with Human Resources to develop recruiting plans, assist in networking and outreach to identify and attract prospective candidates, and participate in the interview and selection process.
- Work in conjunction with Human Resources to develop, implement and monitor an on-boarding plan for each new hire.
- Develop internal training plans for new Relationship Developers to learn how to represent and promote the Firm's commitment to ethics and values at the highest levels, our commitment to our fiduciary duty in fulfilling our obligation to act in the best interest of our clients, our competitive position as a leader in the industry, and the value proposition provided by our services and capabilities.
- Conduct group meetings and one-on-one meetings with the members of the team to provide regular/frequent feedback in a timely manner.
- Coordinate the completion of annual performance evaluations, develop career and development plans to support the firm's goals for staff growth, advancement and retention.
- Work in conjunction with the Executive Management Team to develop and deliver training programs across the entire firm that develop and/or enhance sales skills.

Administration:

- Prepare annual budget
- Review and approve purchase orders, as appropriate
- Review and approve expense reports
- Review and approve reimbursement requests
- Coordinate time off requests to ensure relationship development has the appropriate staffing coverage to meet the Firm's business needs.

Required Qualifications:

- Must have strong values and be committed to the highest level of ethics and integrity.
- Excellent academic record; four-year college degree required, a graduate or advanced degree is strongly preferred.
- Professional Designation as a Certified Financial Planner (CFP) and/or as a Chartered Financial Analyst (CFA) would be beneficial.
- 10+ years of experience as a leader and manager of a Sales, Business Development, or Relationship Development Team is required; experience in the Wealth Management or Financial Services industry is strongly preferred.
- Must have demonstrated the ability to have effectively lead and manage a group of sales, business development and/or relationship development professionals.
- Must be able to effectively work collaboratively with other departments and coordinate all service and support to meet the business development needs of the firm.
- Must be able to develop training and development plans and deliver training to individuals and/or groups of people effectively.
- Must have strong interpersonal skills and the ability to effective communicate verbally and in writing with internal and external constituents.
- Highly organized, strong attention to detail, goal-oriented, and have demonstrated the ability to create and maintain detailed records.
- Strong technical skills with the ability to use informational systems, databases, and desktop applications effectively.

Equipment, Software and Materials Used:

- Microsoft Office Suite (Outlook, Word, Excel, PowerPoint)
- Advent (Client Account Information System)
- Pivotal (CRM)
- Video Conferencing Software
- Internet
- Social Media
- Digital Marketing Materials