COMMONWEALTH *financial network*®

ABOUT THE OPPORTUNITY

Do the words "I would be happy to help" come naturally to you? Do you have a passion for—and a commitment to—delivering indispensable customer service? If so, and if you are looking for an opportunity where your talents can make a difference on a broad scale, then our Service Center team may be just the place for you. The Service Center is a group of talented, driven, and fun people who thrive in a fast-paced, team-oriented environment. As one of us, you will be the first point of contact for our advisors and their staff. You will assist with the day-to-day operations—from resolving problems to providing guidance on our systems and resources and much more. Every day offers something different.

WE ARE CURRENTLY RECRUITING FOR A NEW CLASS OF SERVICE CENTER ASSOCIATES TO PARTICIPATE IN OUR ACADEMY TRAINING PROGRAM.

About the Service Center Academy

The Service Center Academy is our bold, new training program designed to help us recruit the best and the brightest to join our premier in-house customer Service Center. Admission is selective. Candidates will be required to submit a letter of interest, participate in a group interview, and complete an aptitude test to help us learn about your problem-solving abilities. Individual interviews, job shadowing, and a roundtable discussion will round out the application process.

Selected candidates will come on board following tax season to begin an eight-month training program. The training will cover financial services basics, indispensable service, operations, and phone skills, as well as an in-depth exposure to our Anything but Common® culture and community. Based on experience, members will either continue working on the frontlines in our Service Center or seamlessly transition to another one of our indispensable Operations departments, in which you will have already been cross-trained.

As a member of the Academy, we know you will take your career development seriously—as we take our commitment to you. This is a full-time position on our payroll and comes with all the benefits we offer to all staff.

As a service center associate, your responsibilities would include:

- Communicating directly with financial professionals by phone for up to 75 percent of your day
- Staying abreast of new resources, products, and procedures, as well as industry news and regulations
- Using your investigative and problem-solving skills
- Collaborating with other departments to find resolutions to a variety of issues
- Upholding Commonwealth's legacy of providing indispensable service—a level of service so satisfying that our customers would never want to be without us (We'll teach you what this entails.)

ABOUT COMMONWEALTH

Commonwealth Financial Network® is the largest, privately held independent broker/dealer in the U.S., with offices in Waltham, Massachusetts, and San Diego, California. Since 1979, we've been helping our field force of independent financial professionals help investors pursue their financial goals. We do that by providing them with the technology, research, resources, and support that allow them to keep their focus on what's most important: investors and their financial objectives.

Commonwealth recognizes that our people are our greatest asset by investing in training and professional development. As a result, Commonwealth has been recognized 25 times (and counting) as one of the Best Places to Work by top publications in the region (*Boston Globe*, *Boston Business Journal*, *San Diego Business Journal*, *San Diego Union-Tribune*), as well as in the IT industry (*Computerworld*) . With high marks in areas, such as work environment, work/life balance, job satisfaction, and opportunities for advancement, Commonwealth is a place where you can thrive.

If you're a true team player with a positive attitude and a radar-like focus on customer issues, please send us your résumé, as well as a letter of interest. We look forward to hearing from you!

The ideal candidate for this position should meet the following requirements:

- Ambition to learn and develop professionally
- Excellent verbal and written communication skills, as well as listening skills
- Superb analytical abilities and problem-solving skills
- FINRA Series 7 registration—or successful completion within 12 months
- A background in financial services—either professionally or through internships and coursework
- Experience working with financial advisors or in an advisory firm a plus
- A desire to work for a department with a culture all its own at a company that prides itself on being *Anything but Common®*