First State Trust Company
Personal Trust Administrator
Location: Wilmington DE
Schedule: Full Time

About First State Trust Company

First State Trust Company ("FSTC") is a Delaware chartered trust company in Wilmington, Delaware. Since 1982, FSTC has been providing corporate trust, custody, and administration services to trust clients. Formerly known as Citi Institutional Trust Company and dating back to its roots as E.F. Hutton Trust Company, FSTC has concentrated its focus on strategic alliances with world-class financial service firms. Our strategic alliances allow clients to take advantage of FSTC's independent professional trust administration services, combined with the investment management services of their chosen provider.

FSTC is part of the Fi-Tek Group, a financial technology company providing innovative products and solutions to banks, trust & wealth management institutions, RIAs, Family Offices, Hedge Funds and Hedge Fund Administrators. Fi-Tek's innovative and cutting edge solutions enable its 450 financial institutions to service over one trillion dollars in assets across various wealth management market segments. Fi-Tek has locations in New Jersey, New York, Pennsylvania, and India.

Position Responsibilities

FSTC is looking for a Personal Trust Administrator to work as part of a Trust team to provide administrative support for Personal Trust Officer(s). This person is expected to learn, understand and apply fiduciary laws and regulations in accordance with the administration of trusts. Additional responsibilities include but is not limited to bill pay, receiving, confirming and authenticating requests from beneficiaries, tax payment and mailing of forms as necessary, opening, funding accounts, closing and delivering assets for terminating accounts, preparation of correspondence as requested, opening and sorting mail, preparation of discretionary request documentation for trust committees, and handle documentation requirements for special assets. Work with the New Business Group and/or Compliance regarding AML, KYC and new account paperwork.

With oversight from the Trust Officer, the Personal Trust Administrator should be able to use proper discretion and sound judgment in making decisions concerning trust relationships.

Read, research and learn through web based or other training about the Delaware trust code, estate tax, gift tax and generation-skipping transfer tax, and other applicable subject areas. As well as research all other trust jurisdictions for construction and validity related inquiries.

Ensure clients always receive exceptional service.

Correspond with clients, centers of influence and prospects while maintaining a professional yet personable level of communication and interaction.

Answer calls from internal and external customers, provide timely responses to inquiries and request for support.

Assist with and participate in beneficiary and client meetings as needed.

Maintain excellent and well-organized records and files.

Maintain a high level of confidentiality in all matters related to internal and external customers.

Proactive in dealing with deadlines and regulatory requirements.

Timely and accurate completion of assigned work.

Knowledge & Qualifications

Relevant work experience in an administrative role. Exposure to banking and financial statements or trust administration experience preferred.
Undergraduate degree is required.
Exceptional verbal and written communications skills.
Ability to work independently and with a team is a must.
Communicate effectively, both orally and in writing, with all organizational levels.
Attend to details while maintaining a big picture orientation.
Ability to organize, prioritize and meet deadlines.
Strong computer skills including MS Office, in particular Excel.