



Position: Shareholder Records Administrator
Department: Shareholder Services
Reports to: Shareholder Records Manager
Classification: Exempt Non-Exempt
 Full Time Part Time Temporary
Supervises: N/A
Date Reviewed: October 2018

Job Summary:

The Shareholder Records Administrator is responsible for providing support to the Shareholder Records Manager and Shareholder Services Department to maintain the Corporation's stockholder records, database. Duties shall be performed in accordance with the directives of Koniag, Inc.; policies established by Koniag's Board of Directors; the By-laws of the Corporation; all binding agreements; and all applicable local, state and federal law.

Essential Functions include but are not limited to: (*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.*)

- Provides excellent customer service and promote positive public relations by providing information, assistance referrals and guidance as appropriate.
- Responsible for processing stock transfers in accordance with Alaska Law, ANCSA and corporate policies.
- Maintains Shareholder Database with current and accurate information and ensure the integrity of the database and associated files including adhering to established corporate records management practices and schedules, conducting data integrity audits and providing reports as needed.
- Ensures all Shareholder inquiries and communications are answered and documented in a timely manner.
- Assists with Shareholder Services in accordance with established policies and provides assistance to Shareholders and their stock recipients.
- Processes completed forms for proper execution, accuracy and approval in a timely manner.
- Maintains a log of Shareholder communications for reference and documentation.
- Provides accurate statistical reports, estate status reports and any other reports as requested.
- Maintains Shareholder files to meet regulatory, compliance and corporate requirements and provide dependable information for future corporate initiatives and needs.
- Participates in as part of a collaborative Shareholder Services Team that strives to provide exceptional opportunities and value for Shareholders and community.
- Maintains Shareholder Records Work Instructions.
- Performs Notary Services.
- Other duties as assigned.

Knowledge, Skills & Ability:

- Bachelor's Degree preferred.
- 4 -5 years of progressively responsible business experience.
- Understanding of the Alaska Native Claims Settlement Act (ANCSA) and shareholder services required.
- Familiar with Alaska Laws of intestate succession preferred.
- Proficiency in Microsoft Office Suite including Word and Outlook; working knowledge of MS Excel preferred.
- Demonstrated experience with Shareholder records, policies and systems preferred.
- Excellent oral and written communications skills.
- High ethical standards and ability to maintain strict confidentiality required.
- Excellent interpersonal skills and the ability to communicate effectively with all levels of the organization.
- Excellent organization skills and detail oriented.
- Culturally sensitive and able to relate and interact with all Shareholders.
- Ability to multi-task and prioritize work.
- Ability to work as a constructive member of a team.
- Exhibit professional work standards.
- Must have a valid State of Alaska driver's license.
- Manual dexterity to operate computer keyboard and standard office equipment.
- Dependable and reliable attendance.
- Ability to sit and review information on a computer screen for long periods of time (up to 10 hours a day with lunch and breaks).
- Must be able to withstand repetitive motion up to 10 hours a day with lunch and breaks.

Office Location and Travel:

This position is located in Anchorage, AK.

Working Environment & Conditions

This position is primarily indoors, consistent with a standard office position and has a noise level of mostly low to moderate. The incumbent is required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk and hear. The work load may require the incumbent to sit for extended periods of time. The incumbent must occasionally lift and/or move up to 25 lbs. Specific vision abilities required by the job include close vision, distance vision, color vision, depth perception, and the ability to adjust focus.