Job Description
Trust Officer

Position Title: Trust Officer

FLSA Status: Non-Exempt

Schedule: Part-Time, Monday–Friday

Supervisory Responsibilities: None

Hourly Rate Range: $33.50 to $42.00 per hour

Reporting Relationship: David Foster-Koth, Chief Fiduciary Officer

Job Location: Remote

Company Overview:
Altruist Trust Co. & Fiduciary Services, Inc. (Altruist™) is a state-chartered trust company operating in Washington State. Altruist is dedicated to providing exceptional trust administration, fiduciary, and wealth management services anchored by expertise, integrity, and compassion. Upholding rigorous professional standards, Altruist delivers specialized knowledge, expert administration, and meaningful client service—empowering clients to live life to the fullest while remaining protected by robust fiduciary principles and regulatory guidelines.

Job Summary & General Information:
The Trust Officer is a client-facing relationship manager for assigned trusts. The Trust Officer will use a team approach to serve clients, approve and facilitate trust account distributions, conduct administrative reviews of trusts, conduct sanctions monitoring, participate in weekly Trust Officer meetings, and prepare reports as required. The Trust Officer will collaborate with the Investment Officer to provide optimum service to our clients.

In this role, the Trust Officer will exclusively use Altruist's established processes and process-based systems to complete their work without employing independent task-based methods.

The Trust Officer will be provided with an Altruist computer, business cell phone, and other office equipment to perform their duties and must not use any personal electronic devices. All Altruist-provided computers, cell phones, and office equipment are continuously monitored.

Altruist™ uses RegTech-type banking software, controlling all actions with a digital signature.

Trust Officer Duties and Responsibilities:

- Client Relationship Management: Serve as the primary relationship manager for assigned trust and fiduciary accounts, engaging with clients via in-person, video, or telephone meetings to build trust and address their needs.
- Client Service and Communication: Provide attentive, responsive service by keeping clients informed of account matters, promptly addressing questions or concerns, and ensuring a positive client experience.
- Trust Distributions & Receipts: Oversee and authorize distributions of trust funds and receipts of income or principal in strict accordance with each trust's governing documents, fiduciary standards, regulatory requirements, and applicable laws (e.g. the Uniform Fiduciary Income and Principal Act).
- Document Review and Approval: Review, edit, and sign off on key trust documents – such as court reports/accountings, Trust and Estate Dispute Resolution Act (TEDRA) agreements, service contracts, and tax returns – verifying accuracy and compliance before execution or filing.
- Third-Party Provider Oversight: Select and supervise third-party service providers (e.g. care managers, nurses) for trust beneficiaries, ensuring their services meet fiduciary standards and align with the beneficiaries' life-care plans.
- Annual Account Reviews: Conduct and document annual trust account reviews (i.e., annual meetings, administrative reviews, etc.), including setting or confirming budget guidelines and examining account activity for any irregular

or suspicious transactions, to ensure the account is administered according to the trust's terms and best practices.

- Ongoing Compliance Audits: Perform periodic internal and independent reviews of trust accounts to verify continuous adherence to trust agreements, Altruist's policies and procedures, fiduciary standards, and regulatory requirements. Document review findings and implement any necessary adjustments or corrective actions.
- Sanctions Monitoring: Monitor trust accounts and transactions for compliance with all relevant regulations by conducting sanctions screening (e.g. OFAC checks) and promptly addressing any potential compliance issues or prohibited transactions.
- Alert Management: Manage daily operational alerts and flags (including outlier transaction alerts) by investigating causes, resolving issues promptly, and documenting outcomes in accordance with company compliance procedures.
- Committee Reporting and Presentation as needed: Prepare detailed reports for Altruist's Chartered Trust Committee and other internal trust committees, summarizing account status, significant activities, and compliance matters. Present these reports in committee meetings, effectively answering questions and providing recommendations regarding the administration of the trust accounts.
- Team Meetings and Knowledge Sharing: Actively participate in weekly Trust Officer team meetings, sharing updates on accounts, discussing best practices, and staying informed on new policies or initiatives to continually improve trust services.
- Cross-Functional Collaboration: Collaborate closely with internal partners – including trust administrators, unique asset coordinators, investment officers, compliance officers, the Chief Fiduciary Officer, and senior management – to coordinate decision-making and efficiently resolve complex trust-related matters.

General Duties and Responsibilities:

- Complies with and maintains familiarity with all Altruist policies, procedures, and processes.
- Ensures strict adherence to regulatory compliance in all tasks and maintains a regulated environment.
- Responsible for delivering cross-training of current role's essential duties and responsibilities to co-workers for the purpose of efficient delivery of services.
- Undergoes cross-training in areas assigned or defined by Altruist.
- Ensures preparedness to deliver services in accordance with Altruist's disaster plan, during periods of high work volume, and employee absences. This is achieved through cross-training in all work areas of the Company and regular performance of said duties.
- Attends staff meetings and in-service education programs as required including but not limited to:

    - Bank Secrecy Act (BSA)
    - Anti-Money Laundering (AML)
    - Countering the Funding of Terrorism (CFT)
    - Terrorist Financing (OFAC) and Sanction Monitoring
    - Cyber Security
    - Disaster Preparedness
    - Altruist Policies and Procedures
- Performs Office of Foreign Assets Control (OFAC) screenings and records findings.
- Written communications must follow the Altruist Style Guide.
- Create, manage, and file trust records necessary to document day-to-day trust administration in accordance with Altruist record-keeping requirements.
- Other duties as assigned.

Required Knowledge, Skills and Abilities:

- Demonstrate understanding of all Altruist policies and procedures.
- Demonstrate a high level of personal integrity and ability to do the right thing with the courage of a lion.
- Demonstrate ability to accurately communicate the values, services and operations of the company to clients and the public.
- Demonstrate integrity in quality of work and interaction with others by delivering individual loyalty, care, and service with kindness, generosity, and love.
- Demonstrate understanding of diversity, equity, and inclusion, including emotional intelligence and use of pronouns for co-workers and clients.
- Demonstrate knowledge of and ability to follow Altruist's Code of Business Conduct & Ethics, including but not limited to:
    - ethical decision-making,
    - immediate self-reporting of errors and/or omissions (within 24 hours or less),
    - recognizing suspicious or potentially illegal or criminal activity, or other unusual behavior, and reporting it through the proper channels,
    - cooperating with investigations, and
    - avoiding retaliatory behaviors and actions.
- Demonstrate ability to carry out job duties with accountability.
- Demonstrate understanding of regulatory compliance and responsibility throughout Altruist's operations and duties.
- Demonstrate knowledge of and ability to adhere to operating standards of the BSA, AML, CFT, OFAC, and FinCEN.
- Demonstrate ability to comply with all state and federal laws, regulations, and rules associated with banking corporations and financial institutions.

- Demonstrate ability to maintain strict confidentiality of all business operations, client information, and fiduciary relationships.
- Demonstrate excellent written and verbal communication skills.
- Exercise strong critical thinking and analytical skills.
- Demonstrate ability to follow directions and be detail-oriented.
- Highly proactive, self-motivated, and innovative.
- Familiarity with and ability to carry out procedures outlined in Altruist's Business Continuity, Incident Response & Disaster Preparedness Plan.
- Ability to pass background screenings, including criminal, financial, breach of fiduciary duty, and sex offender. Screening(s) may be repeated throughout employment.
- Ability to maintain separation of duties and responsibilities as prescribed and established by Altruist.
- Ability to recognize different situations requires different communication strategies.
- Ability to manage and prioritize a high volume of tasks with different time demands.
- Work independently and as part of a team with minimal supervision.
- Proficient in Microsoft Office applications.
- Proficient in working with banking software.
- Demonstrate a strong aptitude for learning and integrating new technologies that include video conferencing, web-based applications, desktop software and various hardware and equipment.
- Highly proficient in web browsers and internet searches.
- High accuracy in typing.
- Highly proficient in proofreading.

Education and Experience

- Experience serving as a Trust Officer.
- Trust Officer experience in administering special needs trusts, estate trusts, family trusts, and ILITs strongly preferred.
- Advanced degree, JD, CPA, Trust Specialty Certification (e.g. CTFA), or AIF® designation preferred.

Physical Requirements:

- Ability to work remotely in office space that supports confidentiality of client and company information.
- Ability to maintain equipment and devices necessary to access Altruist's software services, answer phones, and participate in video conference meetings.
- Availability for occasional emergent matters related to Altruist matters during non-work hours. Includes relocating to a space with internet and power.

- Ability to work in the United States.
- Ability to work in Pacific Time (no matter the remote office location). Note that Altruist functions on Pacific Time (for scheduling and regular business hours).

Internet Connection:

- Ability to maintain a high-quality internet connection that supports heavy video and software usage without freezing, staling, and/or other poor service or connection issues as solely determined by Altruist. A high-quality internet connection maintains Altruist's reputation, supports stakeholder trust, and is efficient for work tasks, such as but not limited to efficiently supporting other Altruist staff and their time.

Equal Employment Opportunity/Affirmative Action

Altruist Trust Co. & Fiduciary Services, Inc. is an Affirmative Action/Equal Opportunity Employer. All qualified candidates will receive consideration for employment. Altruist employs, trains, compensates, promotes, and provides other conditions of employment without regard to a person's race, color, religion, national origin, sex, sexual orientation, gender identity, age, disability, veteran status, citizenship, or any other status protected by applicable state and federal laws.

Altruist™ is an equal opportunity employer.

At Altruist™, we do not do things because they are easy.
We do them because they are right.
With the courage of a lion, do what is right!

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