CREATIVE PLANNING®
RETIREMENT SERVICES

Title: Investment Operations Analyst

Location: National

Job Description: **JOB SUMMARY**

Creative Planning is a top tier wealth management firm that provides investment management services and full comprehensive financial planning in-house. Creative Planning Retirement Services is a leading retirement plan advisor to employers and employees nationwide providing fiduciary consulting, investment advice,compliance support, and employee financial education.

The **Investment Operations Analyst** is responsible for managing the end-to-end onboarding of Collective Investment Trust (CIT) vehicles onto retirement platforms (e.g., recordkeepers, trust companies, and custodians). This role ensures accurate setup, regulatory compliance, and seamless coordination across internal teams (Retirement Consultants, Investment Professionals) and external partners (Asset Management Firms, Trust Companies, and Record Keeping Firms).

We do not accept resume submissions from third-party recruiters or staffing agencies. Please contact our recruiting team directly.

JOB DUTIES

- Lead onboarding and implementation of Collective Investment Trust (CIT) funds onto recordkeeping platforms and trust systems
- Prepare and complete CIT Participation Agreements and Master Participation Agreements
- Validate CIT eligibility criteria and ensure compliance with applicable requirements
- Coordinate fund setup, including pricing, trading, valuation, and eligibility rules
- Ensure accurate mapping of fund attributes, including CUSIP, ticker equivalents, and fee structures
- Deliver quarterly reporting of Master Participation Agreement data to recordkeeping partners
- Serve as a liaison between internal investment professionals, consultants, and external stakeholders including trust companies, custodians, recordkeepers (e.g., Fidelity, Empower, Alight), and investment managers
- Manage onboarding timelines and proactively resolve cross-functional dependencies
- Review, maintain, and update key documentation including trust agreements, participation agreements, and fund fact sheets/disclosures
- Ensure all onboarding activities adhere to ERISA requirements and internal compliance policies
- Input, manage, and validate fund data across internal systems
- Reconcile data across platforms, including fees, share classes, and benchmarks
- Perform quality assurance checks prior to fund go-live
- Troubleshoot onboarding issues, delays, and data discrepancies
- Identify process inefficiencies and recommend continuous improvement initiatives
- Maintain onboarding playbooks and standard operating procedures

REQUIRED EXPERIENCE / QUALIFICATIONS

- Bachelor’s degree in Finance, Business, Economics, or a related field

- 1–3+ years of experience in retirement operations, investment operations, or CIT/mutual fund onboarding
- Working knowledge of defined contribution plans, including 401(k) and 403(b) structures
- Understanding of Collective Investment Trust (CIT) structures and how they compare to mutual funds
- Familiarity with Participation Agreements and related onboarding documentation

PREFERRED EXPERIENCE / QUALIFICATIONS

- Experience working with major recordkeeping platforms (e.g., Fidelity, Vanguard, Empower)
- Familiarity with trust accounting systems such as SEI, FIS, or BNY Mellon platforms
- Knowledge of ERISA regulations and their application to retirement plans and investment vehicles
- Project management experience, including the ability to manage timelines, coordinate stakeholders, and drive initiatives to completion

Salary Range: $75,000 to $90,000