



Position Title: Operations Associate- Non-Traded REIT Shareholder Operations
Reporting Manager: Manager, Non-Traded REIT Shareholder Operations
Location: Denver, CO
Classification: Non-Exempt

Company Summary:

Dividend Capital is a fully-integrated real estate investment management company that focuses on creating institutional-quality real estate financial products for retail and institutional investors. Dividend Capital's mission is to provide clients with a matrix of access points to the real estate asset class based on asset type, capital structure, risk and public versus private markets.

Position Summary:

This position is responsible for supporting the shareholder relations and transfer agency operating functions for Dividend Capital Non-Traded REITs and 1031 exchange based programs.

Essential Job Duties:

Non-traded REIT shareholder operations:

- Provide high-quality shareholder servicing to our existing stockholder and financial advisor base; functions include answering inbound phone and written inquiries from financial advisors, researching and resolving shareholder related matters and making outbound calls as needed
- Provide pre-sale shareholder operational support
- Assist in the execution of timely and accurate processing of shareholder transactions including distribution payments, redemptions, statements and tax reporting
- Assist in the coordination of proxy voting procedures
- Ensure timely and accurate communication with affiliated wholesaling broker-dealer

Other Functions:

- On an as needed basis, assist with the private equity firm's broader operations functions

Required Knowledge, Skills & Abilities:

Position requires a Bachelor's degree in related field. Proven ability and strong desire to work in a fast-paced, entrepreneurial environment required. Ability to learn and utilize service provider technology systems required. Effective communication skills required, including ability to interact with external financial advisor clients and investors. Highly organized, with a conscientious approach to work and dependability required. Investment management operations, transfer agent, accounting and/or fund administration work experience is beneficial.