

**Job Title**: **Client Service Associate**

**Reports To**: Advisory Team

**Job Description**: Successful candidate will be an integral part of firm’s client experience team. He/She will:

* Provide account administration services to clients and their related professionals.
* Provide valuable operations advice and support to Senior Advisors.
* Create trust and deepen client relationships and their network of related professionals.

**Accountable for**:

* Meeting and exceeding clients’ account needs and service expectations.
  + Coordinating with various professionals to successfully execute portfolio operations and account management responsibilities.
  + Communicating effectively with clients on a regular basis.
* Ensuring team atmosphere (no silos) and culture of our clients vs my clients.
  + Involving and keeping advisory and client service team informed regarding client activity.
  + Assisting in overall growth of clients by involving others as needed.

**Desired Skill Competencies**:

* **Technical**:
  + Proficient in account and entity types, cashiering, and portfolio administration paperwork.
  + Experienced in opening and closing accounts; moving money; creating, compiling, and disseminating reports; trading; organizing and maintaining client files.
  + Basic understanding of portfolio management.
  + Familiarity with financial services and securities industry.
* **Communication**:
  + Demonstrated ability to correspond effectively and timely with a variety of clients, custodial contacts, investment managers, and other related professionals.
  + Successfully coordinate various third parties to work together in an organized and convenient manner for clients.
* **Detailed and Organized**:
  + Ability to develop systems of organization which enable others to easily find information.
  + Ability to recognize missing or incorrect information.

**Desired Behavioral Competencies:**

* **Creating Operational Procedures and Efficiencies:**
  + Ability to recognize inefficiencies and create processes for improving time management and error reductions.
* **Managing Deadlines:** 
  + Ability to align client and advisor expectations and to establish system for monitoring/following up on outstanding deliverables.
* **Teamwork and Problem Solving**:
  + Ability to recognize when specialists need to be involved, when to ask for additional assistance, and how one can fill in when another is not available.
* **Personal and Professional Growth:** 
  + Ability to solicit and act on constructive feedback,
  + Challenge oneself with tough assignments.
  + Demonstrate resilience and courage in the face of setbacks and opposition.

**Required Qualifications:**

* Minimum 2 years of experience in the wealth management industry or a related field.
* Series 65
* College degree,
* Proficient with client relationship management and portfolio accounting softwares (Junxure and Orion a plus)
* Experience with custodian platforms (Schwab and Fidelity websites a plus).

**Expected Outcomes:**

* Add value to the Client Service Team by being an additive resource to our clients and internal staff.
* Ability to manage up to 75 clients over time.
* Replicate operational procedures and efficiencies.
* Strengthen corporate culture.
* Increased knowledge base of operations.
* Willingness to expand responsibilities and to train others.

**Performance Metrics:**

* Qualitative:
  + Display of initiative and pro-activeness to participate and lead projects
  + Ability to focus on solutions over problems
  + Attitudes that demonstrate firm core values
  + Teamwork
  + Attention to Detail
  + Ability to train or be resources for others
  + Client Satisfaction (unsolicited client feedback)
* Quantitative:
  + Clients:
    - Clients serviced
    - Client onboardings
    - Client terminations
    - Client retention
  + Increase/Decrease in client assets and revenue
  + Service/Trade errors
  + Timeliness of client responses
  + Improvement of procedures
  + Meeting personal goals (i.e. obtaining credentials, developing expertise in a particular area, etc.)