Symphony FINANCIAL PLANNING

Symphony Financial Planning

Career Opportunity

Client Service Specialist or Paraplanner

The Opportunity

This position provides back-office as well as direct service to our clients. The position is critical to the success of our business and carrying out the promise of our value proposition. The ideal candidate will enjoy the challenge of working with a high-functioning, collaborative team of professionals who put clients' interests first, and will also appreciate the opportunity to work for clients who place their trust in us.

The position requires mature customer relationship skills to handle non-advisory questions and concerns from clients, a very high level of attention to detail, accuracy, and strong organizational and communication skills. The qualifications and experience of the candidate will determine whether the position title is Client Service Specialist or Paraplanner.

The successful candidate will enjoy a flexible work environment with an emphasis on work/life balance, working with clients and co-workers who appreciate your commitment, and being part of a successful growing firm that keeps its priorities in the right place.

Firm Overview

We are a successful, growing financial planning and investment management firm located in the university town of Davis, CA, just outside of Sacramento. We provide a unique work environment for team members who value doing the right thing while also balancing our personal needs outside of work. For more information about our firm, our approach, and our services, please visit our website at www.symphonyfp.com.

Primary Responsibilities

- Prepares and processes new account forms and all service related forms
- Processes and verifies account transfers
- Assists clients and the advisory team with all non-advisory questions and service issues
- Delivers extraordinary service to every client by responding to client requests and managing various administrative duties
- Tracks client service issues and new business transactions in progress and reports on a weekly basis

- Uses Customer Relationship Management (CRM) system to document every client interaction and follow up until completion
- Provides account maintenance and oversight, such as updating contact information and client preferences, with detail and accuracy
- Maintains the CRM database to keep current for task management, reporting, scheduling, and marketing purposes
- Supports client meeting preparations
- Gathers client data and enters into financial planning and investment management platforms
- Manages account service workflows and develops systems and processes to maintain and improve workflows
- Assists with phone, reception, and calendaring duties as needed
- Prepares and sends out invoices and track accounts receivable
- Generates various client reports from our portfolio management and planning systems and uploads them to individual, secure client vaults
- Focuses on nurturing our existing client relationships
- Maintains high ethical standards and confidentiality at all times
- Updates and networks new accounts to client groups, performance reporting, and CRM system

Additional Responsibilities, Depending on Qualifications and Experience
- Assists with placing securities transactions
- Assists with maintaining database of client portfolios
- Provides research assistance for investment product due diligence
- Assists with cash management processes for client accounts

Qualifications
- Bachelor's degree required
- Minimum of 2 years of relevant experience. Experience in the financial services industry is a plus.
- Very detail oriented and precise with the ability to adhere to rules and regulations of the financial industry
- Able to communicate professionally, clearly, and warmly in both verbal and written communication
- High level of proficiency using web-based programs and Windows operating system
- Experience using customer relationship management (CRM) programs
- Proficiency in Excel, Word, Outlook, and Adobe Acrobat
- Experience with the following is a plus:
    - Salesforce
    - TD Ameritrade Institutional
    - Orion

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- eMoney
- DocuSign or similar electronic document signing programs

- Must be a self-starter and a problem solver with the ability to take initiative, no matter how big or small the task
- Dress appropriately in business attire for a workplace with frequent customer and professional interactions

Salary & Benefits

- Competitive salary based on experience and qualifications with an opportunity to increase salary over time
- Paid holidays and vacation
- Benefits include subsidized Medical, Dental, Vision and Life Insurance
- 401(k) retirement and profit sharing plan
- Education and training opportunities

To apply for the position please apply at:

http://bit.ly/2sdU0aX

Selected candidates will be required to pass a drug test and background check.