<u>Job Title</u>: **Client Service Associate**

<u>Reports To</u>: Advisory Team

<u>Job Description</u>: 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.

<u>Accountable for</u>:
- 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.

<u>Desired Skill Competencies</u>:
- **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.

<u>Desired Behavioral Competencies:</u>
- **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.)