Financial Synergies Wealth Advisors:

Assistant Director of Operations (ADO)

Summary of Position

The position of Assistant Director of Operations (ADO) is a client service and firm operations that will be focused on supporting the Director of Operations, Portfolio Manager, and Financial Advisors. The ADO's direct supervisor will be the Director of Operations. The ADO will learn client service and firm operations from the ground up.

Duties and Responsibilities

Tamarac Reporting Platform

- ☐ Complete all applicable sessions of Tamarac Advisor University online.
- ☐ Develop a deep understanding of Tamarac Reporting with regards to account setup, client portal setup, reports, statements, and transactions.
- ☐ Run various reports for client update meetings, daily/weekly internal requests, client requests, and quarterly statements.
- ☐ General maintenance of the Tamarac Reporting platform.

Schwab Institutional & Fidelity Wealthscape

- ☐ Complete all applicable sessions of Schwab/Fidelity Advisor University online.
- ☐ Monitor and Develop an expertise with Schwab/Fidelity online processes and technology, client paperwork, move money, etc.
- ☐ Run real-time move money and reconciliation reports
- ☐ Responsible for ensuring all clients have taken their RMDs (project with Associate Financial Advisors (AFAs))

Processes & Procedures

- ☐ Become expert with all internal and client service processes and procedures
- ☐ Help Director of Operations design and implement new processes and procedures
- ☐ Act as backup SME for client service paperwork and onboarding
- ☐ Train new AFAs on client service operations
- ☐ Responsible for keeping logs of check deposits, wires, new accounts, new relationships, ADV/Privacy Policy/Internal paperwork logs
- ☐ Become familiar with our technologies and help internal stakeholders with phone systems, printers, computers, scanners, order management as needed.

Salesforce CRM

- ☐ Develop a deep subject-matter-expert-level understanding of Salesforce CRM
- ☐ Responsible for setting up new financial accounts.
- ☐ Completing & assigning action items and tasks.
- ☐ Logging phone call and meeting notes.
- ☐ Running workflows and processes.
- ☐ Taking on other data management projects as they arise.

eMoney Advisor

- ☐ Complete all eMoney online training sessions.
- ☐ Support the AFAs with client requests in eMoney.

Client Meetings

- ☐ Assist in setup for client meetings as needed
- ☐ Attend client meetings on an as-needed basis.

Additional Considerations

Client Events

- ☐ We typically have five or six client appreciation events in the evening throughout the year. Attendance and participation are expected.

Quarterly Statements, Newsletters & Blogs

- ☐ Responsible for posting and mailing quarterly statements
- ☐ Periodic opportunities to contribute to our quarterly newsletter & weekly blog.

Limited travel

- ☐ Occasional offsite client meetings.
- ☐ Training sessions.
- ☐ Occasional conference or training (Schwab Solutions as an example).

Office Hours

- ☐ 8:00 AM - 5:00 PM (Mon - Fri)

Interested candidates are asked to send their resumes to Marie Villard at marie@finsyn.com, or if they have any questions, please email or call 713-623-6600.