



Role: Internship

Job Type: Full-time, 40 hours per week/flexible with school schedule

Location: Lubbock, TX

Ideal Candidate Characteristics:

- Obsessed with delivering a “wow” experience for clients
- Servant-hearted
- Outgoing and energetic
- Organized and detail-oriented
- Fluent in sarcasm and chop-busting
- Technologically inclined
- Great communicating with clients on the phone
- Overall cool person
- Adaptive and able to work in a fast paced and changing work environment
- Self-starting
- Goal-oriented

Essential Duties and Responsibilities (Additional duties may be assigned):

- Work at least 300 hours during length of employment
- Works under senior wealth advisors to service clients
- Ability to organize and manage client information and paperwork, particularly financial planning documentation
- Provides operational support, usually to multiple financial advisors, including preparation of reports and other materials for client meetings
- Learn to efficiently navigate CRM software and how to complete all back-office processes
- Utilize technology software such as Morningstar, NetDocuments, BranchNet, Riskalyze, Orion, and Money Guide Pro to aid in the construction on comprehensive financial plans
- Focus on ongoing client engagement, including limited ongoing client contact, follow through and follow up on team commitments to client, limited client communications, meetings, and assisting with the on-

boarding process

- Ability to execute on instructions from advisors and other senior team members
- Works collegially and productively with peers and other team members from a remote location.
- Commits to grow and increase level of knowledge related to wealth management
- Commits to ongoing growth of all skill sets and competencies needed to serve client, firm, and individual success.
- Maintains familiarity with industry and economic trends and applies knowledge to client service and relationships
- Learns, maintains knowledge of, and shows ability to apply compliance standards.
- Represents the firm's strategic brand and the team service concept.
- Completes projects assigned by executive/professional tier as needed.

Core Competencies

- Knowledge of financial services (or ability to learn financial services industry) and ability and willingness to expand knowledge range
- Ability to assist in and contribute in the development of all aspects of client services and the wealth management process
- Clear communication skills, particularly in explaining financial principles and concepts
- Ability to seek appropriate resources with the firm to help with and expand ability to deal with client situations
- Exhibits self-confidence/self-esteem
- Ability to be flexible and adaptable to change
- Be approachable, respectful and reveal inclusive communication
- Set and model high performance standards

Language Skills:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills:

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of algebra and statistics. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Microsoft Office programs, database software for phone notes, phone logs, and events, and general office equipment. Have knowledge and ability to use industry software such as research, planning, risk tolerance programs and be familiar with sponsor and broker/dealer platforms.

Education/Experience:

Working towards a Bachelor's degree from an accredited college in financial planning, finance, economics, or at least three years related experience and/or training; or equivalent combination of education and experience.

Knowledge, Skills and Other Abilities:

- Professionalism
- Oral communication skills
- Written communication skills
- Effective communication with clients when necessary
- Time management skills
- Ability to adapt quickly
- Ability to proactively determine needs and actions
- Ability to work both as a team member and alone

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee will be required to sit, use hands, reach with hands and arms, and talk and hear. The employee is occasionally required to stand or walk. The employee will occasionally need to lift and/or move up to 10 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.