Associate Advisor/ Client Service Associate
Job Description

We are seeking an Associate Advisor (AA)/Client Service Associate (CSA) for our fee-only firm located at our headquarters in State College, PA. We are looking for someone who desires a small firm environment; who wants to be learning and shaping the way we care for our clients. Someone who wants to create streamlined processes; and is excited by the opportunity to work your way up our advisory career ladder if they choose to do so. We want someone that fits into our firm's culture who will embrace new technology while working in a fun yet professional team setting.

If you don't have experience or a background in finance, that's okay, we can train you! Read on for more details to find out if you might be a match for us!

Overview:
This hybrid role will support the firm's Lead Advisors as well as the Operations Manager in managing existing and new client relationships as well as support other team members and help serve as the in-house expert on financial related client issues. The AA/CSA must have thorough computer skills as you will be working with Microsoft Excel spreadsheets and the use of various financial programs including but not limited to Redtail CRM, Morningstar, eMoney financial planning software, Fidelity Wealthscape, TIAA Advisor Services and TD Ameritrade's VEO.

In the AA role, the employee will participate in client meetings by taking detailed notes and gaining experience for ultimately becoming a Lead Advisor if he/she so desires. The CSA also has the opportunity to become an Associate Advisor if he/she so desires.

Over time we will play to your strong suits and have you focus in the area that most applies to your strengths and interests – either the Associate Advisor or the Client Service Associate roles. As a hybrid role you will help with duties that may include the following:

Job qualities needed (as described in various job duties):

Area One - Support Advisors and Clients:

- *Detail oriented* in that you will be responsible for coordinating implementation tasks with team members in both pre and post client meeting activities.
- *Communicates effectively* with clients and team members whether in person, in email or on the phone.
- *Time management skills* are necessary when getting ready for several meetings each day or preparing transfers.

Area Two - Trading

- *Utilize critical thinking skills* in working on post meeting implementation tasks which includes trading.
- *Strong prioritization skills* in moments where you have time constraints and have trades that need to be done by end of the day or putting together meeting preparations including agenda, spreadsheets, and coordinating paperwork with other team members.
- *Organized* in making sure you have all the necessary information to make an informed decision while trading and gathering data from clients for meeting preparation or working on post meeting implementation tasks.

Area Three – Transfers of Assets

- *Independent worker* in gather data and paperwork and putting together a seamless operation of moving client's assets from one custodian to another.
- *Utilize critical thinking skills* in coming across unusual circumstances and creating plans that work best for the client.
- *Polite and clear phone manner* needed when anticipating or providing answers to clients' questions.

Other areas:

- *Team Player with "no job is beneath me" attitude.* Be willing to take out the garbage or lend a hand with duties that smaller firms often take care of in-house.
- *Sincere willingness to constantly learn and grow.* Take the initiative to listen in on webinars, study for the Series 65 exam, and other areas of subject interest.

Responsibilities will include but are not limited to the following:

- Attend client meetings with Lead Advisors in a technical, supporting, and learning role
- Work with team members to ensure that all necessary preparations have been made for upcoming client meetings and calls
- Coordinate with team for client follow up
- Gather and organize client data for meeting preparation
- Understand major financial planning components including but not limited to:
    - Financial planning process
    - Financial statements
    - Investment principles
    - Tax planning
    - Insurance and other risk management tools
    - Retirement and employee benefits
- Adhere to our firm's compliance manual and other rules and regulations as required by our firm and regulatory authorities
- Knowledge of financial planning software systems – Emoney, Morningstar, Fidelity Wealthscape, TIAA Advisor Services and TD Ameritrade's VEO
- Knowledge of client relationship management software (CRM system) - Redtail
- Successful candidate will work towards Series 65 license and CFP® designation (see benefits below)

Education and Experience Requirements:

- Four Year Bachelor's degree is required
- Proficiency with Microsoft Office suite, especially Excel is a must.

Benefits:

- SIMPLE IRA retirement plan with company match
- Paid vacation including having your birthday off!
- Competitive pay with year-end performance-based bonus. Initial compensation will be based on experience and qualifications of the specific candidate.
- 100% company paid continuing education courses including FINRA Series 65 exam
- We offer company paid short term disability. Employee paid long term disability is offered as well.
- Company holiday parties and team building events
- Working with a team of individuals that you like!
- Company paid parking
- No cold calling for prospective clients!

Those who should apply:

- Loves people and wants to help them.
- Enjoys learning
- Is professional but still enjoys a good laugh
- Wants a career in finance and enjoys the subject matter.
- Wants a long-term relationship with a company.
- Should like Central PA – we want you for the long term and we need you to be living near our headquarters in State College, PA.
- Likes to have a clear-cut career path – with this job, you can continue to move to an associate advisory position or client service associate if that interests you.
- Committed to our company culture – we enjoy what we do, and we like who we work with. We want you to as well!

Those who should pass:

- Have to be micromanaged
- Are not excited by financial planning or the fee-only advisory firm.
- Afraid of change – we are constantly evolving whether with technology, or new processes to make us better. If you don't know how to use Microsoft Excel please don't apply.
- Not in it for the long term – we are investing a lot of time and money into you, and we want you to stay with us for the long term.
- Must have health insurance – we are a small firm; we don't currently offer health insurance coverage.
- Does not want to do work that may seem "beneath them". We are a small firm – we need help from time to time with what may seem like mundane tasks.

What you can expect when applying:

- A response back that we are or are not interested at this time.
- If we are interested, we will proceed with a telephone interview
- If phone interview goes well, we will bring you in for an in-office interview
- If that goes well, we will be doing the following background checks/questionnaires:
    - Reference checks
    - Criminal background checks
    - Credit check
    - Kolbe questionnaire
- If those all check out, then a second interview will follow where you meet with each of our team members. It's important that our next hire fits in with our company culture.
- Formal written employment offer is then given to final candidate.

Interested candidates should send a cover letter and resume to Jennifer Anderson, Business Manager at jennifer@mcclarren.com.

No phone calls or drop ins please!

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Mission Statement: McClarren Financial Advisors provides peace of mind through collaborative fee-only fiduciary relationships for optimistic people who want to advance their personal and financial goals.