Service Advisor

Summary:

The Service Financial Advisor is a high-level position which requires demonstrated competence in the areas of practice operations, marketing, and administrative support within the Financial Services Field. This position provides client relationship support through managing and gathering client data, working with clients to resolve issues, and other practice management tasks as needed. They are also responsible for managing existing client relationships either working with a more experienced advisor or on their own. The position may be responsible for formulating and implementing advice, but may rely on technical specialists to develop recommendations within an individual specialist's area of expertise. The service advisor has ultimate responsibility for all client deliverables, service decisions and client retention. This position will consistently follow high standards of business, professional ethics, and legal and regulatory requirements when dealing with others and/or performing work activities. Service Advisors work under the direct supervision of the Managing Director and adhere to firm policy and compliance procedures.

Essential Duties and Responsibilities:

Client Servicing

Answers client inquiries and provides readily available information to clients, if requested and as allowable, as it relates to servicing their accounts.

Acts as a liaison to Financial Advisors to ensure a high level of assistance is provided to clients and that outstanding service levels are met at all times.

Builds and maintains a deep understanding of client process and needs, as well as industry trends, best practices, and solutions.

Involved in developing strategic marketing and operations planning with the goal of increasing revenue and expanding the Company's client base.

Responsible for the management of client relationships. Initiates and facilitates regular contact with clients to build and maintain relationships.

Responds to client inquiries and manages the resolution of client issues. Provides follow-up as required.

Acts as a liaison to Lead Advisor when sales-related activities are required.

Services clients by collecting and inputting data for financial plans, running scenarios, and closing out plans.

Implements and executes programs designed to build and maintain relationships with existing clients.

Engages in strategies designed to communicate essential information concerning the Company to existing clients

Interfaces with clients to provide exceptional service. Schedules and confirms appointments with appropriate advisor. Follows up with clients for additional information required by advisors

Meets with clients as requested by advisors and follows up on client questions and concerns with advisor. Serves as contact person for clients calling with questions regarding their accounts and financial plans. Follows directions from clients to meet any needs that they have. Forwards calls or questions that cannot be answered to an advisor. Communicates daily with team

Preparing financial analyses for clients, including retirement analysis, estate planning analysis, social security analysis, education funding analysis, stock options analysis, and risk management needs analysis

Keep updated with Investment Committee decisions and communicate BWC's allocation/portfolio philosophy and portfolio adjustments to clients.

Business Development
Works in tandem with Lead Advisor and Director of Marketing to establish and execute marketing plan for the firm. This includes, but is not limited to the following:
• Developing and implementing plans for improving overall client experience;
• Involved in coordinating client events to meet prospective clients and deepen client relationships;
• Determining the type of events and seminars that should be planned based on the needs and interests of the audience;
Develop and grow AUM by introducing new clients to the firm, meeting the firm’s goals for client referrals, and expanding current client relationships:
Develop personal network of potential new clients.
Leverage centers of influence for referrals.
Support new business development activities, as required.
Assist primary Lead Advisor in gathering $1 million per month in new assets
Participate in client and prospect meetings as required.

Operations
Maintains client records by filing and organizing client information, forms and documents within Compliance Manual records retention and filing requirement and the data warehousing t and management of client information in CRM and file folders.
Engages in strategies designed to communicate essential information concerning the Company to existing clients.
Responsible for the review of all client meetings to ensure all follow-up is completed. This includes trades, applications, compliance signatures, deliverables from or to the client and miscellaneous items as determined by Advisor or client expectations.
Performs research and due diligence. This includes, but is not limited to the following:
• Providing executive summary of all webinars, workshops, and educational events;
• Co-managing relationships with money managers and/or providers.
• Providing investment analysis research, running illustrations and hypotheticals, preparing reports, and making recommendations; and
• Planning and conducting market research to identify alternative ideas and opportunities for the Practice.
Manages financial planning software alerts, client portal links and online access
Responsible for expertise in all Retirement plan processes to be able to enroll participants in BWC retirement plans and handle Defined Contribution reviews with minimal support.

General

Coordinates Advisor’s schedule and makes appointments. Responsible for confirmation of all scheduled calendar entries via phone, e-mail or mail. This includes confirmation of client meetings as well as any other scheduled events.

Accepts and performs other ad hoc duties as assigned.

Provides marketing support, administers client appreciation, and ensures a positive client experience.

Composes and types routine correspondence.

Prepares charts, graphs, tables, and other visual aids to be used in implementation meetings with clients.

Supports compliance within the practice and fulfills all compliance responsibilities. Develops an understanding and adheres to all compliance regulations throughout the course of employment.

Initiate and/or participate in projects and/or initiatives as appropriate with the intent of continual improvement in processes, client experience, etc

Explores opportunities to add value to job accomplishments and to the organization.

Keeps immediate supervisor promptly and fully informed of all problems or unusual matters of significance.

Reviews work methods and procedures for possible quality improvements and efficiencies; implements them when appropriate.

Creates and maintains a model workweek allowing for client service and retention, business development and ongoing professional development.

Regular and predictable attendance, punctuality, and strict adherence to the Company’s attendance policy are essential functions of this position.

Be able to keep up and learn things quickly in a fast paced environment and effectively manage regular changing of priorities

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Client Service - Manages difficult or emotional client situations; Responds promptly to client needs; Solicits client feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict; Maintains confidentiality; listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Diversity - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Organizes or schedules other people and their tasks.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas.

Qualifications:

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Accommodations may be made available to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Bachelor's degree (B.A.) from regionally accredited four-year college or university required
Five years related experience and/or training required
Advanced degrees preferred.
Continued education- Lifelong learning is expected. Updates job knowledge by participating in educational opportunities, reading professional publications, and maintaining personal networks.

Language Skills:

Ability to read and interpret documents such as company policies, regulations and instructions, procedure and compliance manuals is essential. Ability to write routine reports and correspondence. Ability to speak effectively with individuals as well as groups of clients or employees of the organization.

Mathematical Skills:

Demonstrate proficiency to add, subtract, and divide in all units of measure, using whole numbers, common fractions, and decimals. Must be able to compute rate, ratio, and percent and to draw and interpret bar graphs.

Computer Skills:

To perform this job successfully, an individual should have knowledge of contact management systems, database software, internet software, spreadsheet software, word processing software, Desktop Publisher, and PowerPoint software.

Other Skills and Abilities:

Client Relationship Role exercises independent judgment and discretion in performing the job duties associated with the role. The ability to exhibit sound and accurate judgment, include appropriate team members in the decision-making process, and make proper decisions is paramount. In addition, ability to consistently follow high standards of business and professional ethics and legal and regulatory requirements when dealing with others and/or performing work activities is necessary.
To be successful, the individual will have excellent inter- and intra-personal relationship skills, effective communication skills, and the ability to approach others in a tactful manner.

Certificates, Licenses, Registrations:

Series 65 within 6 months of employment. CFP within 2 years of employment.

Physical Demands and Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

Work involves sedentary to light work in an office setting. There is frequent need to sit, talk, hear, use the hands and fingers, occasionally lift light objects (up to 25 pounds), and perform other similar actions during the course of the workday. An essential function of this position is the employee’s full time attendance and physical presence within the office.

The work environment is typical office work such as you would find in a bank, insurance business, accounting firm, law firm, or other professional office. There are no unusual or significant hazards. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position Content: This job description is not intended be and should not be construed as an all inclusive list of all the responsibilities, skills and working conditions associated with the position. While it is intended to accurately reflect the position activities and requirements, management reserves the rights to modify, add or remove duties and assign other duties as necessary. Employee may periodically be required to perform other duties as assigned.

All candidates for employment will be subject to pre-employment background screening for this position, which may include motor vehicle, DOT certification, drug testing and credit checks based on the position description and job requirements. All offers are contingent upon the successful completion of the background check.

Additional Background or Health Screening Requirements

Selected incumbent must have successful completion of a DMV check, a valid driver's license and a car available.

Posting Disclaimer

The intent of this job description is to provide a representative summary of the essential functions that will be required of the position and should not be construed as a declaration of specific duties and responsibilities of the particular position. Employees will be assigned specific job-related duties through their hiring departments.

Affirmative Action Statement:

Beirne Wealth Consulting Services, LLC (BWC) considers applicants for employment without regard to, and does not discriminate on the basis of, an individual's sex, race, color, religion, age, disability, status as a veteran, or national or ethnic origin; nor does BWC discriminate on the basis of sexual orientation or gender identity or expression.