Client Services Coordinator

I. MISSION

The Client Services Coordinator is an integral part of our team serving as the first impression to clients and prospects. This detailed and enthusiastic person will support the vision, positive culture and team spirit across our firm and clients.

The key role of this position is to engage and support the overall success of many different projects and initiatives by working side-by-side with our Advisory and Client Services teams. The Client Services Coordinator focuses on front desk duties, including reception and greeting clients, answering calls and office wide scheduling. This individual enjoys and excels at managing the day-to-day tasks and operations required to provide exceptional customer service and client care.

This position requires a pro-active approach and an ability to independently carry out the duties of the position. The ideal candidate will exhibit high standards, excellent communication skills, good judgment, and an ability to take initiative, and prioritize daily tasks. The ability to effectively manage time and multi-task with attention to detail is critical to this role.

II. ESSENTIAL RESPONSIBILITIES

Client and Firm Engagement

- Greets visitors with enthusiasm and care while notifying appropriate team members.
- Front office duties, including reception and greeting clients, scanning, and filing maintenance.
- Provided basic office support services, i.e. answering phone, client & office wide scheduling, onboarding, technology tools, travel arrangements, etc.
- Prep and produce back-office support for basic client account requests as well as direct client requests from advisors.
- Proactive engagement with advisory team to keep them moving forward.
- Provide marketing support as needed including newsletters, blog, social, website, communications, events, etc.
- Responsible for maintaining all office supplies and coordinating office-wide scheduling.
- Conducts other administrative related tasks and projects as needed.

Advisory

- Prepare and produce back-office support demands for basic client account requests.
- Support back-office initiatives and/or core projects that support Advisory teams.
- Gather and prepare necessary information from prospective clients

Compliance

- Maintains and retains office files consistent with firm/professional policies and requirements.
- Supports Compliance to maintain an effective and robust investment advisory compliance program.
- Conducts certain compliance program tests.
- Performs other compliance related tasks and projects as assigned.

III. POSITION SPECIFICATIONS

Experience and Education:

- Pursuit of Financial Paraplanner Qualified Professional (FPQP) Certification
- 0-2 years of experience in a Client Services Role

Skills and Knowledge:

- Excellent communication skills (verbal, written and listening)
- General tech stack proficiency
- Knowledge of RIA operations, regulations, compliance, and oversight is a plus
- Demonstrates personal integrity, honesty and can deal with confidential information
- Ability to handle stress in an ever-changing investment market
- Excellent time management and strong organizational skills
- Ability to prioritize multiple tasks and anticipate potential problems