Client Service Specialist or Senior Client Service Specialist

The GenWealth Group is a Registered Investment Advisory Firm located in beautiful downtown Maplewood, NJ. We think about wealth management differently. We're an independent firm and that means independent thinking for our clients. Our connection with our clients and the depth in which we help them is the true difference. Additionally, our dedication to and support of our community is something of which we are incredibly proud.

We think differently about our people as well. We have been able to consistently grow our business, which is on pace to soon manage $1B in assets under management. We attribute our success in large part to our team. Our culture is special, with strong core values, synergy through our team, and an unrivalled compensation package offering through benefits and flexibility.

The role we're hiring for is a Client Service Specialist. This is a dynamic position in our Operations Department reporting to the Director of Client Service while supporting a Wealth Advisor and our valued clients. The Client Service Specialist supports the daily operations and client servicing functions of the firm. This individual plays a vital role in ensuring a seamless client experience, efficient account administration, and accurate operational processing across custodians and internal systems.

Key Responsibilities:

<u>Client Service & Relationship Support</u>

- Serve as a trusted resource for clients and their families regarding account servicing needs (i.e. money movement, beneficiary updates, address changes etc.) by consistently responding in a timely and accurate manner according to the firm's high service standards
- Answer phones and respond to client inquiries in a warm, professional manner and route calls to appropriate team members
- Create a positive first impression with a polished professional style by warmly greeting clients in reception area
- Coordinate the client onboarding process—including new account setup, transfers, and digital access—with our custodian, Charles Schwab and Co.
- Open and re-balance 529 College Savings Plan accounts
- Establish Pledged Asset Lines of Credit and provide ongoing service and maintenance of client requests

<u>Operations & Workflow Management</u>

- Accurately process account transactions, including contributions, distributions, and money movements.
- Maintain clean and compliant records in the firm's CRM and document management systems.
- Ensure operational tasks align with compliance requirements under SEC and RIA regulations

- Update and maintain operational spreadsheets, ensuring accurate documentation and recordkeeping
- Liase with custodian (Charles Schwab) and other third-party vendors to support operational needs and client service.

Team & Advisor Support

- Partner with wealth advisors to execute client requests efficiently and accurately
- Identify opportunities to streamline operational processes and improve workflow
- Support firm initiatives such as technology integration, reporting enhancements, and compliance reviews
- Process individual trades and quarterly trade re-balancing while maintaining cash balance parameters (Black Diamond)
- Learn, follow and support the firm's compliance procedures
- Maintain detailed notes and tasks in the firm's CRM system (Junxure)
- Attend occasional Firm-sponsored networking events outside of regular business hours

Qualifications:

- Education: Bachelor's degree preferred
- Experience: 5-7 years of client service or operations experience in an RIA, financial planning, or investment management environment.

Skills:

- Exceptional attention to detail and accuracy
- Strong organizational and multitasking abilities.
- Working knowledge of investment accounts, custodial platforms, and compliance processes for RIAs
- Strong understanding of a fiduciary, relationship-driven environment
- Excellent written and verbal communication skills.
- Excellent computer skills including Microsoft Office Suite, especially EXCEL and CRM system
- Basic knowledge of AI (ChatGPT or other)
- Familiarity with RIA technology such as Black Diamond, Junxure, or Schwab Advisor Center
- Understanding of the use of AI in an office setting

Personal Attributes:

- Client-first mindset and professional, service-oriented demeanor.
- High integrity and discretion when handling confidential client information.
- Team player with a proactive, can-do attitude.
- Eager to grow within a dynamic, boutique RIA environment.

Compensation:

- Competitive salary with numerous bonus opportunities
- Company sponsored 401k plan
- Generous paid time off/flex time and reduced summer schedule
- Health, Dental, and Life Insurance Benefits

Interested candidates should send a cover letter and resume to clientservice@thegenwealthgroup.com