CARY STREET PARTNERS

OPERATIONS ASSOCIATE

The Operations Associate will support the daily operational functions of the firm. This position will work closely with the home office operations team as well as regional office personnel and custodian partners to support our advisors and client associates throughout the firm. Responsibilities include custodian interfacing, working with our primary technology systems, data management and analytics, and general operational process management and improvement. The Operations Associate will report to the Head of Operations Services.

Operations Responsibilities and Duties:

- Utilize and interact with the firm's primary operations systems, including Black Diamond, Salentica Elements (Salesforce-based CRM) and Wells Fargo SmartStation.
- Monitor and manage client and procedural inquiries between our home office and regional offices.
- Manage workflows and inquiries across our custodian partners.
- Prepare daily reports that provide visibility into our various business activities, including billing, trading, and client communications.
- Review all escalated client alerts and identify and communicate optimal solutions.
- Understand the needs of firm users to optimize systems design and functionality.
- Collaborate with our systems team to design and implement updated workflows in our technology systems used to track the status of internal and external requests.
- Analyze multiple client datasets and prepare reports for senior management.
- Interface with other department leaders to coordinate projects and develop service procedures.

Professional Skills

- Excellent written and verbal communication skills to interface with clients, employees, and custodians.
- Highly proficient with Microsoft Office applications, including Excel, Word, and PowerPoint.
- Ability to utilize Excel tools such as pivot tables and vlookups to analyze data.
- Familiarity working in a customer service environment.
- Experience leading projects from idea to completion.
- Strong organizational and interpersonal skills.
- Understanding of financial industry rules and regulations (including FINRA, SEC, FinCEN, DOL, Insurance, etc.).
- Knowledge of Black Diamond and Wells Fargo Clearing Services SmartStation systems preferred.
- Undergraduate degree in business, marketing, finance or related field or equivalent experience.

Personal Attributes

- Highly organized with the ability to work effectively on multiple projects concurrently.
- Ability to work with other employees to develop policies and procedures that help manage workflow.
- Team-oriented colleague who believes in the power of collaboration with colleagues and external partners.

- Client-focused with a customer service-first mentality.
- Extremely detail-oriented with excellent analytical, conceptual, and problem-solving skills.
- Mindset of constant improvement in both operational efficiency and delivering greater value to clients.
- Ability and desire to take initiative and learn new systems and software tools.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status. Cary Street Partners participates in e-Verify and will submit your I-9 documentation to the federal government to confirm your legal eligibility to work in the United States.